

Digital Accessibility: Assessment and Action Checklist

A practical starting point for state and local government technology leaders

The ADA Title II web accessibility rule establishes WCAG 2.1 Level AA as the technical standard for covered state and local government web content and mobile applications. This checklist helps identify barriers and organizational gaps; **it is not a full WCAG audit or certification of compliance.**

How to use this checklist

For each question, select Yes, No, Unknown, or N/A. Yes should be supported by appropriate evidence. No indicates a barrier or gap; Unknown means further investigation is needed; N/A means the question does not apply.

Part 1: Evaluating Digital Accessibility

Can people with disabilities access, understand, navigate, and use our digital information and services?

1. Website Content

Assessment question	Response
Do pages have descriptive titles and logically structured headings?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Does link text clearly describe its destination or purpose?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do informative images have meaningful text alternatives?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Is text sufficiently distinguishable from its background, and is information conveyed without relying on color alone?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Are data tables structured with appropriate headers and relationships?	☐ Yes ☐ No ☐ Unknown ☐ N/A

2. Navigation, Forms, and Interaction

Assessment question	Response
Can users navigate and operate essential functionality using only a keyboard?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Is keyboard focus visible and does it move in a logical order?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do forms have accessible labels and clear instructions?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Are errors identified clearly, with guidance for correcting them?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Can users complete essential tasks with assistive technology, including screen readers?	☐ Yes ☐ No ☐ Unknown ☐ N/A

3. Documents and Multimedia

Assessment question	Response
Are published PDFs and office documents structured for accessibility, including appropriate reading order?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Have scanned documents been evaluated for accessible text and structure?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Are captions provided for prerecorded videos containing speech or other important audio?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Are appropriate text alternatives or audio descriptions available for meaningful multimedia content?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Is information published as an accessible web page rather than a downloadable document when appropriate?	☐ Yes ☐ No ☐ Unknown ☐ N/A

4. Technology Platforms and Vendors

Assessment question	Response
Have website templates, reusable components, and content management systems been evaluated for accessibility?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Have public-facing applications and mobile services been evaluated for accessibility?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Have third-party digital services been evaluated rather than relying solely on vendor accessibility claims?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Can users complete essential tasks across the entire service, including vendor-hosted steps?	☐ Yes ☐ No ☐ Unknown ☐ N/A

Part 1 findings

Digital service or content assessed: _____

Most significant potential barriers: _____

Where additional testing or review is needed: _____

Part 2: Evaluating Organizational Readiness

Does our organization have the responsibilities, processes, and resources needed to achieve and maintain accessibility?

5. Ownership and Responsibility

Assessment question	Response
Do we have an inventory of our public-facing digital services and content?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do we know which departments create, publish, and maintain digital content?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Are accessibility responsibilities clearly assigned across IT, communications, program areas, and vendors?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Is there an established process for reporting and escalating accessibility problems?	☐ Yes ☐ No ☐ Unknown ☐ N/A

6. Publishing, Development, and Procurement

Assessment question	Response
Are accessibility requirements incorporated into new digital projects from the beginning?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do content authors receive guidance or training on accessible publishing practices?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Are accessibility checks included in quality assurance and pre-launch reviews?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Are accessibility expectations included in procurement documents, contracts, and vendor acceptance criteria?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do we have a process for preventing new inaccessible documents from being published?	☐ Yes ☐ No ☐ Unknown ☐ N/A

7. Prioritization and Remediation

Assessment question	Response
Have we identified our highest-impact public services and content?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do we have a process for evaluating and prioritizing known accessibility barriers?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Are remediation tasks assigned to responsible teams or individuals?	☐ Yes ☐ No

	☐ Unknown ☐ N/A
Do we have a plan for evaluating legacy documents and determining whether to remediate, replace, or retire them?	☐ Yes ☐ No ☐ Unknown ☐ N/A

8. Monitoring and Continuous Improvement

Assessment question	Response
Do we conduct recurring accessibility reviews using automated and manual testing?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do we track significant accessibility barriers and progress toward resolving them?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do we review accessibility feedback from residents and other users?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do we monitor whether new accessibility problems are being introduced through publishing or development?	☐ Yes ☐ No ☐ Unknown ☐ N/A
Do leadership and responsible teams receive meaningful updates on accessibility progress?	☐ Yes ☐ No ☐ Unknown ☐ N/A

Part 2 findings

Areas with unclear ownership: _____

Processes that need improvement: _____

Resources, training, or support needed: _____

Turning Your Findings Into Action

Choose a manageable starting point. Consider public impact, the importance of the service, and the consequences of being unable to complete a task.

Action	Your organization's response
Priority service or content What should we evaluate first?	
Public impact Who is affected, and what might they be unable to do?	
Likely accessibility barriers What needs further investigation?	
Responsible owners Which teams or vendors must be involved?	
Immediate remediation action What existing problem should we assess or address first?	
Prevention action What process should change?	
Measure of progress How will we know our efforts are working?	

Three Questions to Take Back

1. What is the most important digital service we need to evaluate for accessibility?
2. Who needs to be involved in making and keeping that service accessible?
3. What can we change now to prevent additional accessibility problems?

Important: This checklist supports initial review and planning. It does not cover every WCAG 2.1 Level AA success criterion, establish legal compliance, or replace technical testing, user evaluation, and legal guidance.

Additional resources

- ADA.gov: Web Accessibility Rule: <https://www.ada.gov/resources/2024-03-08-web-rule/>
- W3C: WCAG 2.1: <https://www.w3.org/TR/WCAG21/>
- W3C: Easy Checks: <https://www.w3.org/WAI/test-evaluate/preliminary/>
- W3C: Evaluating Web Accessibility: <https://www.w3.org/WAI/test-evaluate/>
- Georgia Technology Authority Digital Accessibility Compliance: <https://digital.georgia.gov/resources/digital-accessibility-compliance>