

The Eighth Annual State of Digital Accessibility Report

AI is changing **how** digital accessibility work gets done, but not **what** makes an accessibility program succeed.

We surveyed more than 2,500 digital experience professionals across the U.S. and Europe to learn how their programs are adapting to a fast-moving legal and technical environment, and what sets the most sustainable ones apart.

Key findings

6x

 MORE
LIKELY

AI is most effective within a mature program.

Organizations with all program readiness markers (including governance, training, and workflow integration) are nearly 6x as likely as those without to say AI helps them prioritize issues.

77%

 EXPERIENCED
REGULATORY
ACTION

Executive support for accessibility may be reactive.

Executive support is common, but may be driven by risk more often than commitment: 72% of those who call leadership highly supportive have been served a lawsuit and 77% have been contacted by regulators.

80%

USE AI

AI adoption is near-universal, but use cases vary.

80% of professionals use AI for accessibility work, yet no single use case has been adopted by more than a third of them.

60%

REAL IMPACT

Programs are stronger on paper than in practice.

91% of organizations have an accessibility policy, but only 60% say it truly affects operations. 89% offer training, but just 49% consider it highly effective.

2x

 BUILD VS.
TEST

Teams are building with AI faster than they're testing.

61% say AI accelerated design and 58% say planning, compared to just 30% for testing. Treating accessibility as a final check is getting harder to sustain.

83%

 REQUIRE
PROOF

Proof of accessibility is a procurement gate.

83% of organizations now require proof of accessibility most or all of the time when buying digital products, up from 75% in 2025. For vendors, an inaccessible product means a lost deal.

72%

U.S. TEAMS

Legal exposure is high, particularly in the U.S.

53% of all organizations faced accessibility-related legal or regulatory action in the past year. In the U.S. that reaches 72%, up from 53% in 2025.

#1

 TOP
CHALLENGE

Competing priorities are a persistent challenge.

Professionals again rank competing priorities the top challenge limiting accessibility progress. Accessibility gets isolated pockets of attention, not organization-wide focus.

What to do now

The organizations that will move accessibility forward in 2027 are focused on building program maturity. AI amplifies the programs that already have governance, training, and process behind them. **It will not replace this foundation.**

01

Know where you stand

Benchmark your program's maturity to get a baseline for improvement.

02

Build the fundamentals

Governance, training, and process are what make AI pay off.

03

Prove progress

Report on impact to turn reactive support into sustained buy-in.

Learn how the strongest programs get there.

levelaccess.com/sodar26

