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CASE STUDY

i3s Foundation, Inc.

CLIENT	ORGANIZATION	WORK DONE
i3s Foundation, Inc.	**Nonprofit serving the blind and visually impaired community**	**Website accessibility audit, fixes and re-test**

88 → 92 **Lighthouse accessibility score, home page (desktop).** 88 before any fixes (Nov 5, 2026), 92 after the fixes were published (Nov 11, 2026).

Improving Website Accessibility for the Blind and Visually Impaired Community: A Case Study of i3s Foundation, Inc.

01.

Introduction

Every Tuesday and Thursday evening, people from the blind and visually impaired community meet i3s on Zoom for support. **Their website should welcome them just as warmly.** For someone using a screen reader, a button with no label or a photo with no description is a closed door, so this project was about opening every door we could find.

i3s Foundation, Inc. is a nonprofit that supports the blind and visually impaired community through support calls, resources, and community events. Its website, i3sfoundation.org, is where people find the Zoom link for the support calls, the events calendar, helpful resources, and ways to donate. Venice Web Design built and maintains the site, and supports i3s with accessible social media posts and its fundraising pages.

Because the people i3s serves often rely on screen readers, keyboard navigation, and high-contrast text, the website has to work well for them first. This case study shows how Venice Web Design measured the site's accessibility, fixed what the tests found, and measured it again.

02.

Challenge

The i3s website had been revamped without a formal accessibility review, and no earlier version was kept to compare against. i3s needed to know where the site stood today and what to fix first, without guessing. A few other things also got in the way of visitors and screen reader users:

- **Headings out of order:** the home page's only top-level heading was a temporary seasonal banner, two section headings held full paragraphs of text, and two other pages skipped heading levels.
- **Missing image descriptions:** five images on the Events and Resources pages had no alt text.

- **Elements that were hard to use on a phone:** several controls and links were smaller than the 24-pixel minimum target size recommended by WCAG 2.2.
- **Stale and empty content:** a past event still listed as “Upcoming,” an empty Blog, and an empty Book Online page that was still public.

03.

Approach: Measure First

Before changing anything, Venice Web Design recorded a baseline on November 5, 2026, using three tools, with the live site left untouched:

- axe-core 4.10.2 on five pages (Home, FAQs, Events, Resources, Book Online): the same engine Google Lighthouse uses for its accessibility score.
- Google Lighthouse accessibility audits on the home page, run on desktop and on a simulated mobile phone.
- The Wix Accessibility Wizard, which scans every page of the site inside the Wix editor.

Baseline results: axe-core found 6 violations across the five pages (4 on Home, 1 on FAQs, 1 on Events). Lighthouse scored the home page 88 on desktop. On mobile, the same unchanged site scored 86, 86, and 89 across three runs, so mobile scores are reported as a range rather than a single number. The Wix wizard flagged 20 issues across the site.

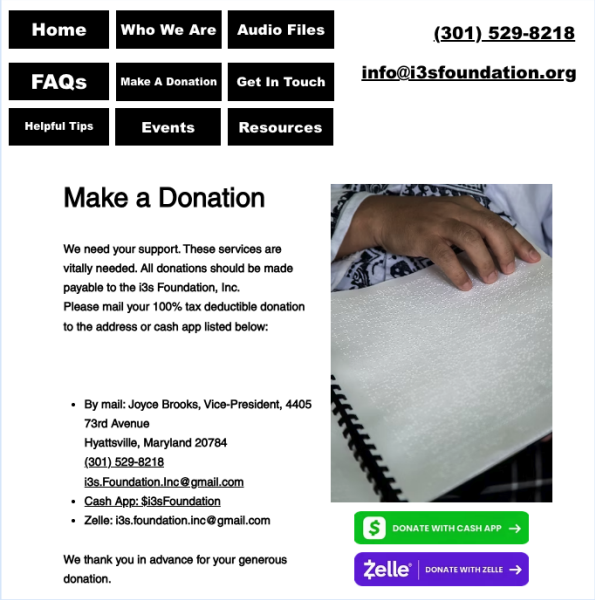
04.

Solution

Venice Web Design worked through the findings in the Wix editor on an unpublished draft, so the live site stayed unchanged until i3s and Venice Web Design approved it. The fixes included:

- **Clear heading structure:** each page now has one main heading, section titles are second-level headings, and questions on the FAQs page are third-level headings. Text that was styled as a heading but was really a paragraph was changed back to regular text.
- **Image descriptions:** alt text was added to the five images that were missing it.
- **Seasonal content:** the temporary October banner was removed so the page again opens with the organization’s standing welcome.
- **Moving content:** the home page tips slideshow no longer advances on its own, so people can read it at their own pace.
- **Touch targets on phones:** larger text and spacing in the donation block and footer, so phone, email, and payment links meet the 24-pixel minimum.
- **Empty and unused pages:** the empty Blog and the unused online booking pages were removed from the site, so visitors no longer land on pages with nothing on them.
- **Out-of-date events:** a past event was moved out of “Upcoming,” and the footer year was updated.

- **A clearer way to give:** a standalone Donate page with large, bold text, a descriptive photo with alt text, and labeled “Donate with Cash App” and “Donate with Zelle” buttons that each have a text alternative and link to the right place.



The new Donate page: large, clear text, a descriptive photo, and labeled Cash App and Zelle buttons. Live at i3sfoundation.org/donate

05.

Results

The same checks were repeated with identical settings on November 11, 2026, after the fixes were published. The Book Online page no longer exists, so axe-core results compare the four pages that exist in both rounds (Home, FAQs, Events, Resources); the new Donate page was also tested.

Measure	Before (Nov 5, 2026)	After (Nov 11, 2026)
axe-core violations, 4 pages in both rounds	6	**3**
Home page violations	4 (1 critical, 3 serious)	**3 (1 critical, 2 serious)**
New Donate page violations	n/a	**0**
Lighthouse accessibility, desktop	88	**92**
Lighthouse accessibility, mobile	86 to 89 (3 runs)	**89 (within the same range)**
Wix Accessibility Wizard issues	20	**5**
Images missing alt text (Wix wizard)	5	**0**
Pages with skipped heading levels	2	**0**

Reading the numbers. The mobile Lighthouse score moved by up to 3 points between runs on the unchanged site (86, 86, 89), so no mobile improvement is claimed; the desktop score is the clean before-and-after comparison. The Wix wizard count also fell because unused template pages were removed: 7 of the original 20 issues were on those pages. On pages that exist

in both rounds, wizard issues fell from 13 to 4, and the new Donate page adds 1 (a color-contrast flag on black text on white that measures 21:1). Lighthouse was run in a standard browser window.

What these numbers do and do not mean. Automated tools find only part of the accessibility problems on any website. These results show measured improvements on the pages and checks listed above. They are not a guarantee that the site meets every accessibility requirement. Manual keyboard and screen reader testing is a recommended next step.

06.

Conclusion

The home page desktop accessibility score rose from 88 to 92, axe-core violations on the four comparable pages fell from 6 to 3, the Wix wizard count fell from 20 to 5, and every image now has a text description. A small number of findings remain on the home page and are being reviewed with i3s.

i3s Foundation now has a documented baseline, a list of what was fixed, and a repeatable way to check the site again after future updates. Venice Web Design continues to support the site, the donation pages, and i3s's accessible social media posts.

REFERENCE

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LET'S TALK ABOUT YOUR PROJECT

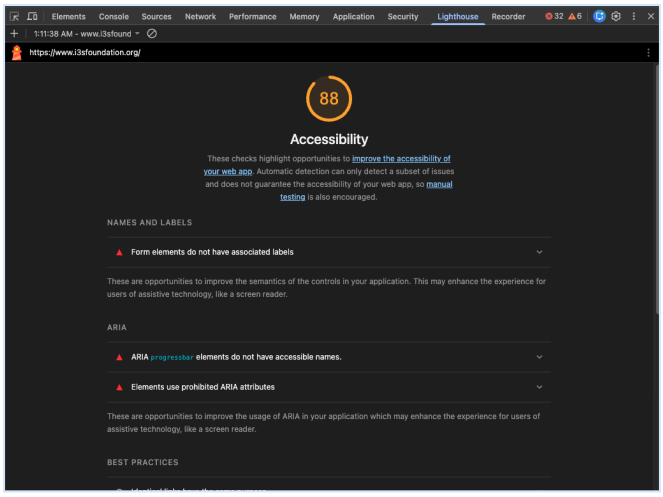
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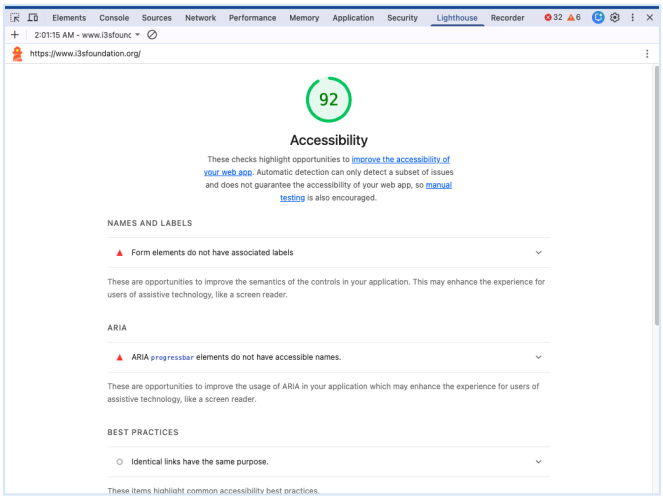
Appendix: Lighthouse results

Screenshots of the Google Lighthouse accessibility audit on the home page, run in Chrome with the same settings before (Nov 5, 2026) and after (Nov 11, 2026). The browser's color theme differs between runs; the scores and settings are what matter.

Desktop (emulated desktop, Lighthouse 13.5.0)

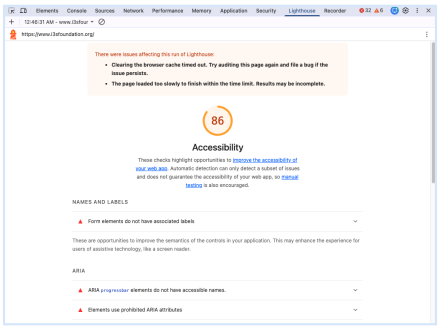


Before: 88 (Nov 5, 2026)

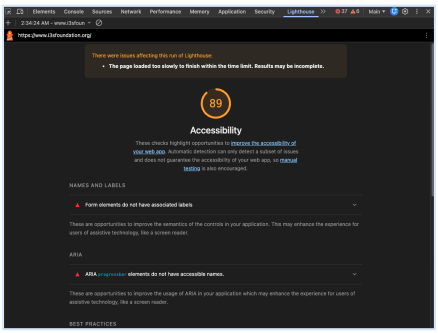


After: 92 (Nov 11, 2026)

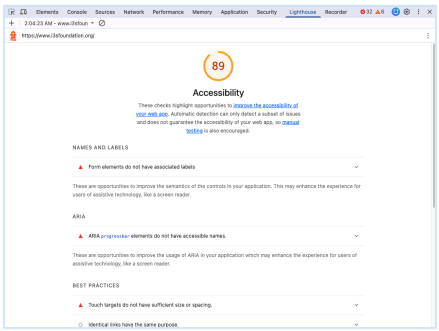
Mobile (emulated Moto G Power, slow 4G). The unchanged site scored 86 and 89 on different runs, so the after score of 89 is inside that range and no mobile improvement is claimed.



Before, run 1: 86 (Nov 5)



Before, re-run: 89



After: 89 (Nov 11)