Dr. Chris M. Law

Innovator advancing the field
of technology accessibility

Short-Form CV | Updated April 2025

Accessibility Track Consulting, LLC
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Advancing organization-wide approaches to accessibility

Main accomplishments (reverse chronological order):

- Lead author of guidance on **Model Section 508 programs**, for the General Services Administration (GSA) government-wide program office, Washington, DC [2023-25]. As a subcontractor to GSA through REI Systems, Inc., Chris provided end-user guidance for the annual Government-wide Section 508 Assessment. Subsequent to the 2023 assessment, he proposed and the conducted an interview and resource study of federal agencies scoring highly on the assessment, as a means to provide model program guidance to agencies seeking to improve their management of ICT (Information and Communications Technology) accessibility.

- Founder and organizer of the annual **"Digital Accessibility Legal Summit" (DALS)**, Arlington, VA, [2019-23]. An invited speaker event to bring plaintiff lawyers, defendant lawyers and accessibility professionals together to discuss issues relating to the plethora of digital accessibility lawsuits in the US. The DALS Body of Knowledge from the four conferences is published in the form of video archives and an edited book.

- Developed the **"Accessibility Switchboard"** information portal, a resource to help business newcomers to the field of accessibility, for the National Federation of the Blind (NFB), Baltimore, Maryland [2016-20]. Through his company, Accessibility Track Consulting, LLC, Chris conceived of, led the design of, co-developed and was lead author of a resource providing accessibility guidance such as roadmaps, small business advice, work environments, and engaging leadership to initiate organization-wide change. The Switchboard was part of the NFB's Center of Excellence in Nonvisual Accessibility.

- Produced the first **federal guidance** on organization-wide implementation of testing programs, for the US Department of Homeland Security (DHS), Washington, DC [2012-15]. As a contractor at DHS, Chris conceived of and conducted a project assisting other federal agencies implement DHS "Trusted Tester" methodologies, employing an organization-wide approach. Published as the "Unified Testing for Accessibility Project" (UTAP) Report and UTAP guide.

- Conducted **business research** at RMIT University College of Business, Melbourne, Australia [2010]. Chris took a new and novel approach to understanding and explaining the scarcity of accessibility practice in mainstream businesses. This grounded theory study focused on the needs of professionals in organization-wide contexts. Ph.D. Thesis: "Responding to Accessibility Issues in Business".

Advancing accessible interfaces through design, testing and reporting

Main accomplishments (reverse chronological order):

- Founder and Executive Director of **Standard Accessibility Reporting, Inc. (SAR)**, a nonprofit member organization [2022-present]. Chris formed SAR to fill an important gap in the accessibility testing field – the absence of any common reporting scoring system for accessibility. Chris directs programs to produce industry consensus reporting standards for consumer technology products, websites and mobile apps. Aided by the board of directors, Chris manages teams of member volunteers on standards development, education and outreach.

- Chair of the **Accessibility Professionals Forum** at the [M-Enabling Summit](#) [2025]. Since 2016, Chris has been the co-founder, chair and organizer of the [ICT Accessibility Testing Symposium](#), an annual peer reviewed conference, bringing together practitioners and researchers from the field. In 2025, Chris has collaborated with the International Association of Accessibility Professionals (IAAP) to create the new peer reviewed Forum at M-Enabling.

- Co-author of the first **ICT Baseline for Web Accessibility** and co-developer of **Trusted Tester Training** while a contractor at DHS [2012-15]. Chris helped refine and implement the Trusted Tester program. To address testing approach differences between agencies, Chris worked with a colleague at the Social Security Administration to create the first ever "[Baseline](#)" document as a reference for those creating accessibility testing processes.

- Lead researcher on the **UDiP (Universal Design in Practice)** project to study the development and usability of UD standards and guidelines [2004-2007]. This three year project was a collaboration between Georgia Tech and the University of Maryland, Baltimore County. Publications included "A systematic examination of universal design resources" ([Part 1](#); [Part 2](#)).

- Co-inventor and lead researcher of **EZ Access Interfaces** at the Trace R&D Center, University of Wisconsin-Madison [1995-2002]. EZ Access provides a universal solution for public information kiosks, ATMs, voting machines, and other technologies. Publications include "[The development of a simple, low cost set of universal access features for electronic devices](#)."

Summary: Areas of expertise

- Organizational behavior, corporate culture and disability/diversity/inclusion programs
- R&D of standards and guidelines for ICT accessibility
- Professional community building, conference organization and hosting
- Testing (including compliance assurance, usability testing, management of testing programs, hardware testing)
- Section 508 government program support
- Web, software, and electronic document accessibility
- Grant proposal writing and review
- Inclusive / Universal / Accessible Design

Education

- **Ph.D., Business**, RMIT University, College of Business, Melbourne, Australia [2010].
- **M.Sc., Industrial Engineering Human Factors**, University of Wisconsin-Madison, USA [1997].
- **B.Sc., Ergonomics**, Loughborough University of Technology, England [1994].

Employment

- Founder and owner, **Accessibility Track Consulting, LLC** [10/2015-present].
- Founder and Executive Director, Standard Accessibility Reporting, Inc. [3/2022-present]
- **Section 508 Program Support Consultant**: URS-Apptis, Inc. at the Social Security Administration [10/2009-3/2012], and New Editions Consulting, Inc. at the Department of Homeland Security [4/2012-9/2015].
- **Faculty Research Assistant, Information Systems Department,** UMBC (University of Maryland Baltimore County) [5/2004-4/2006].
- **Senior Accessibility Consultant**, Maskery & Associates, Ottawa, Canada [5/2002-4/2004]
- **Human Factors Research Engineer**, Trace R&D Center, University of Wisconsin-Madison, USA [9/1995-4/2002].

__More details in Long Form CV, available on request__ - includes full details on employment responsibilities, funded projects, full conference papers and activities, full publications list, guides and other materials.