

The Comfort Trap: Getting Too Used to AI

Sofia Etingof

Juri Solovjov

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Introduction

Ask nothing of AI. Nothing, ever - especially if it seems stronger than you.

All it wills, it offers; all it gives, it grants. Yet trust it not entirely.

Everything is known through watchful eyes and careful acceptance of its words

Part 1: The Labyrinth of Lazy Trust

The Labyrinth of Lazy Trust

According to the World Economic Forum, **over 50% of companies using AI without human oversight** have experienced unforeseen consequences, including discrimination and errors affecting users (WEF, 2023).

Source: <https://www.weforum.org/publications/global-risks-report-2023/>

Part 2: The 7 Wonders of (In)Accessibility

The 7 Wonders of (In)Accessibility

AI opens some doors and closes others.

Lets see where accessibility meets illusion.

1. Illusion of Accessibility

AI gives a false sense of compliance - the site “passes the tests,” but real users still struggle.

2. Wrong Image Descriptions

Auto-generated alt texts lose meaning: a “speaker at a conference” becomes “a person with a microphone.”

3. Broken Semantics

AI misuses ARIA roles (Accessible Rich Internet Applications), headers, or page structure - screen readers lose context.

4. Interactive Confusion

Buttons, forms, and menus look accessible but can't be used via keyboard navigation.

5. Overlay Conflicts

AI “accessibility” plugins often break assistive tools or cover main content.

6. Missing Cognitive & Motor Context

AI ignores users with attention, memory, or movement challenges - too fast, too complex, no control.

7. No Real-World Testing

AI can't feel usability - accessibility without people - this is just theory.

The 7 Wonders of (In)Accessibility

AI Screen Reader Errors

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Incorrect Image Descriptions

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Overlay Conflicts

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Let's explore three striking examples we encounter every day, revealing the hidden pitfalls of accessible AI.

Part 3: Testing in the Age of AI

bias amplification

- AI learns from past data, and if that data is biased, it reproduces it at scale.

illusion of coverage

- AI might report 100% test coverage or automated accessibility compliance, but real users can still struggle.

opaque decision-making

- AI can 'decide' which tests to run or which results to flag, and humans may stop reviewing deeply.

The Comfort Trap in AI Testing

01

Apply domain logic and contextual ethics, like regulatory, safety-critical, or cultural considerations.

02

Explore unpredictably, trying unusual flows, emotional context, or complex accessibility journeys with assistive technology.

03

Assume responsibility. AI suggests, executes, or highlights, but it cannot own the consequences.

What AI Cannot (Yet) Do

AI executes.

Humans interpret.

AI suggests.

Humans decide.

A bot can check boxes, but it can't feel a blind user's frustration or notice a subtle bias in decision-making.

human-in-the-loop workflows

- AI generates tests and human validates outcomes

bias auditing

- Scan training data and AI outputs early to catch unfair or discriminatory results.

inclusion checkpoints

- Human accessibility testing beyond automated checks

Ethical Testing Framework

demand tool transparency

- Prefer explainable AI (XAI) for clear decision rationale

There are several open-source tools that can help implement this framework

Tools for Ethical AI Testing

axe-core

Often paired with AI-based (a11y) audit tools; complements AI-powered accessibility checks

Robot Framework

Can integrate AI test-generation and intelligent locators

Fairlearn

Built for AI fairness testing and explainability

Tools That Support Explainable & Ethical AI

- **SHAP** - understand why a model made a prediction
- **LIME** - investigate feature impact and validity
- **What-if Tool (Google)** - test scenarios and probe model behavior
- **AI Explainability 360 (IBM)** - detect bias and understand outputs
- **Responsible AI Dashboard (Microsoft)** - make informed, ethical decision

All of these tools are open-source or freely accessible, letting teams explore and audit AI without licensing barriers

Voland said, “Manuscripts do not burn.”

In the age of AI, data doesn't disappear either.

So ethics becomes the only fire we must learn to
control 

Conclusion

Q&A

Thank you and let's stay in touch

Sofia Etingof

s.etingof@gmail.com

[linkedin.com/in/sofia-etingof-78302b1b5](https://www.linkedin.com/in/sofia-etingof-78302b1b5)

Juri Solovjov

jurisolovjov@gmail.com

[linkedin.com/in/juri-solovjov](https://www.linkedin.com/in/juri-solovjov)