The Comfort Trap: Getting Too Used to Al

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Introduction

Ask nothing of Al. 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 Al 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

Al opens some doors and closes others.

Lets see where accessibility meets illusion.

1. Illusion of Accessibility

Al 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

Al 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.

The 7 Wonders of (In)Accessibility

5. Overlay Conflicts

Al "accessibility" plugins often break assistive tools or cover main content.

6. Missing Cognitive & Motor Context

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

7. No Real-World Testing

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

Al Screen Reader Errors Incorrect Image

Descriptions

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 Al

bias amplification

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

illusion of coverage

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

opaque decision-making

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

The Comfort Trap in Al 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. Al suggests, executes, or highlights, but it cannot own the consequences.

What Al Cannot (Yet) Do

Al executes.
Humans interpret.
Al 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

 Al generates tests and human validates outcomes

bias auditing

 Scan training data and Al 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

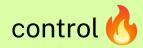
- SHAP-understand why a model made a prediction
- LIME investigate feature impact and validity
- What-if Tool (Google) test scenarios and probe model behavior
- AI Explainability 360 (IBM) detect bias and understand outputs
- Responsible AI Dashboard (Microsoft) make informed, ethical decision

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



Conclusion

Q&A

Thank you and let's stay in touch

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