Karat Accessibility Options and Accommodations

Introduction

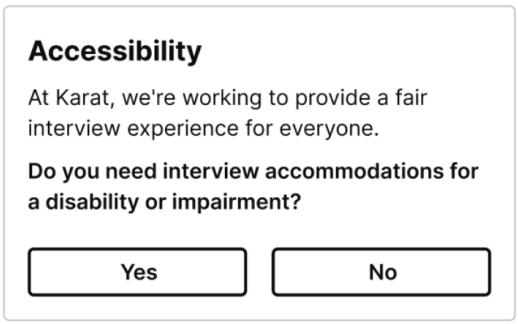
Karat's mission of making every interview predictive, fair, and enjoyable exists at the core of everything we do. We are committed to building an inclusive platform that allows all candidates to best showcase their skills.

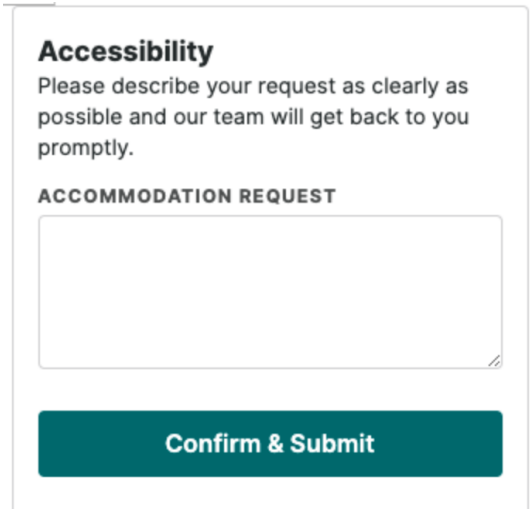
Accommodation Requests

Every candidate that schedules their interview is able to directly communicate their accommodation request to our support team. We never ask candidates to disclose what their condition is but encourage them to share how we can make their experience fair.

Here is the process:

1. The candidate enters their accommodation request when scheduling their interview:





2. When this form is submitted, there will be a notification to the Interview Engineer (IVE) team and notes will be added to the candidate's upcoming interview to accommodate their request.

3. Alternatively, if the IVE is notified of an accommodation request during the live interview, they will do their best to accommodate it during the interview. Depending on the requested accommodation, they may need to reschedule the interview to accommodate the candidate's request(s).

Additionally, recruiters may email our 24/7 support team (support@karat.io) at any time to let us know about accommodation needs of their candidates.

Support Team

Every candidate that submits an accommodation request confirms their needs with our 24/7 support team. Our support team schedules the candidate with the Interview Engineer that can provide the most ideal experience based on the candidate's needs. (For instance, we have Interview Engineers that speak American Sign Language.) We comply with ADA standards and keep all candidate information closely guarded.

Below are some cases we have handled along with the actions our team takes to ensure a fair interview experience. Each of these actions are guidelines-- each experience is tailored to the candidate.

A candidate who is deaf or hard of hearing

- May need all instructions to be presented through text.
- Communication through American Sign Language.
- The interview can be extended up to a maximum of 30 minutes.

A candidate who is blind

- May use a screen reader to hear the sample input and interact with Karat Studio.
- May use their own development environment to complete coding questions.
- The interview can be extended up to a maximum of 30 minutes.

A candidate who is quadriplegic

- May use a mouth pen to type.
- May use their own development environment to complete coding questions.
- The interview can be extended up to a maximum of 30 minutes.

A candidate with a learning disability

- May require more time during the interview.
- The interview can be extended up to a maximum of 30 minutes.

A candidate with dyslexia

- May require more time during the interview.
- May use their own development environment to complete coding questions.
- The interview can be extended up to a maximum of 30 minutes.

A temporary injury

- May require more time during the interview.
- The interview can be extended up to a maximum of 30 minutes.

Interview Engineer Training

All of our Interview Engineers are equipped to support candidates with special accommodations. Guidance for handling interviews with accommodations is outlined in our Interview Engineer Onboarding handbook. Below is a portion of the training guide:

> *As a Karat Interview Engineer, you may conduct interviews that require specific accommodations. For example, a candidate who is deaf or hard of hearing may need all instructions to be presented through text. A candidate who is blind may use a screen reader to hear the sample input and interact with Karat Studio. A candidate who is quadriplegic may use a mouth pen to type. A candidate with a learning disability may require 50% more time during the interview. A candidate with dyslexia may need more time to understand the question prompt.*
>
> *If an interview requires any kind of adjustment, information will be provided by the CX Team in the "Internal Notes" field. You will also be notified in advance over Slack.*
>
> *In most cases, the adjustment centers around providing a level playing field for communication. The extra time you or the candidate spends on the logistics of communication should not take away from the time they'd otherwise have to discuss algorithms, write code, and answer knowledge questions.*

Frequently Asked Questions

How accessible is our coding environment, Karat Studio?

Our in-house coding environment and video conferencing software were designed with accessibility in mind. Karat Studio has a high accessibility score, simple to use interface, support for High Contrast and large fonts, and text chat functionality.

We recognize that the most ideal environment for a candidate with special accommodations is their own (often highly configured) development environment. This is why candidates that request so may use their own IDE. In this situation, we screenshare with the candidate to follow along in their process.

Has Karat worked with an accessibility specialist?

We have consulted with professional accessibility specialists to ensure that our process for collecting accommodation requests, handling of the data, and assessing skills is fair for all candidates. We plan to conduct formal user research studies in the near future.

Are there any cases Karat has not been able to handle?

We have never turned away a candidate based on an accommodation request. The flexibility of our platform, support specialists, and highly trained Interview Engineers allow us to assess the skills of all candidates.

How does billing work?

Interviews that require extended time due to candidate accommodation needs are charged at the same rate as our 60 minute interview slots. The extra time our Interview Engineers take to assess the candidate is handled by Karat.

Candidate Feedback

“That's awesome Karat is looking into implementing accommodations for interviews as I know it can be difficult, especially with how focused and intentional Karat is in making a fair interview process for everyone. I greatly appreciate the offer for an accommodation for this upcoming interview.”

“This was by far the least stressful and anxiety-inducing interview I've had. It wasn't that the questions were easy – just the atmosphere felt like I was just sitting and coding up a problem, and I can ask my pair programmer/friend a question. [...] I have anxiety, and a lot of interviews leave me with my hands shaking and me beating myself up, but the friendly atmosphere made it a lot easier for me to actually work on the problems and feel happy about my work.”

“It was quite accessible for screen readers. Thank you.”

“I truly enjoyed my interview experience with my interviewer [...]. It was amazing and I had a lot of fun. I found the coding environment to be pretty good and I loved the variety of custom themes we could choose from.”

“Interviewer was terrific, sensitive to my learning disability, and truly helped me bring out my best while remaining professional. Bravo!”

Appendix: Accommodation Options Table

- Below are various cases along with the accommodation Karat can offer the candidate.

- Karat can offer the candidate more than one option if appropriate (there is no limit to the number of options Karat can offer each candidate)
- If more than one Accommodation Option exists, our Support Team will email the candidate to ask for their preferred accommodation(s).

Key

🕐 = The interview can be extended up to a maximum of 30 minutes. The 30 minutes can be split over the knowledge questions and the coding questions as the IVE sees fit.

🖥️ = May use a screen reader to hear the sample input and interact with Karat Studio. This will mean setting them up to use a custom tool via Google Meet.

cc = May need closed captions. This will mean setting them up to use a custom tool via Google Meet.

⌨️ = May need all instructions to be presented through text.

🛠️ = May need to use a custom tool. This will mean setting them up to use a custom tool via Google Meet.

Medical Condition	**Accommodation Option 1**	**Accommodation Option 2**	**Accommodation Option 3**
Autism	🕐		
Autoimmune conditions (ex. lupus, fibromyalgia, rheumatoid arthritis, HIV/AIDS)	🕐		
Blindness or poor vision	🖥️	🕐	
Cerebral palsy	🕐		
Deaf or hard of hearing	cc	⌨️	🕐
Depression or anxiety	🕐		
Epilepsy	🕐		
Intellectual disability	🕐		

Missing limbs or partially missing limbs	🛠️	🕐	
Mobility impairments	🛠️	🕐	
Nervous system conditions (migraine headaches, MS, Parkinson's disease)	🛠️	🕐	
Psychiatric conditions (bipolar disorder, major depressive disorder, PTSD, schizophrenia)	🕐		
Other Common Requests	**Accommodation Option 1**	**Accommodation Option 2**	**Accommodation Option 3**
Awarded extra time for exams etc in University/College/School	🕐		
Request extra time with little to no explanation why it is needed	🕐		
Speech impediment	🕐		
Headaches caused by celiac disease	🕐		
IBS	🕐		

A candidate with color blindness:

- Candidates who are color blind may request the colors in Karat studio to be turned off.
- At this time, colors can not be turned off in Karat Studio; only the theme can be changed.
- Our engineering team is aware of this limitation and will hopefully be able to accommodate this in the future.

For any further questions regarding accommodation options, the recruiter or candidate is welcomed to email support@karat.io or reach out to their CSM.