# Accessibility Conformance and Remediation Form

## Instructions

This form serves as means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
   * Gaps identified from the WCAG 2.0 A & AA guidelines, Voluntary Product Accessibility Template (VPAT) and EPUB3 Accessibility Guidelines (if applicable)
   * Gaps identified in other product support documentation
   * Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
   * Open: The issue has not yet been resolved
   * Closed: The issue has already been resolved
   * I/P: The issue is currently under investigation
   * Other
4. **Disposition:** Enter one of the following values:
   * Planned: The issue will be resolved
   * Deferred: The issue will not be resolved
   * I/P: The issue is currently under investigation
   * Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for vendor only)**: Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation.
7. **Comments (optional)**: Provide details/description regarding the issue
8. **Additional Information (optional)**: Provide any additional discussion regarding accessibility plans

## Vendor/Product Information

| Vendor Name | ITHAKA |
| --- | --- |
| Product Name | JSTOR.org |
| Product Version | NA |
| Completion Date | 11/19/20 |
| Contact Name/Title | Justin Alexander, Web Accessibility Lead |
| Contact Email/Phone | Justin.Alexander@ithaka.org |

## Specific Issues

| Issue Description | Current Status (Open, Closed, I/P) | Disposition (Planned, Deferred, I/P) | Remediation Timeline | Available Workarounds | Comments |
| --- | --- | --- | --- | --- | --- |
| Many images on JSTOR are visual media or page scans of text-based content (ex. Journals and books) contributed by third parties. The visual media are meant to create a specific sensory experience. Page scans are meant to replicate an experience similar to reading a physical book or article. JSTOR typically provides metadata such as “Title”, “Creator” or “Author” and a “description”.. However, we cannot guarantee all content have been given this information. PDF versions of articles and books generally have OCR text available. | Open | Under Investigation |  | Individual users have the ability to contact JSTOR support for accommodations. | We are currently investigating a way to improve images on the JSTOR platform for assistive technologies. We set standards for publishers to follow when providing content and make effort to ensure files are accessible by tagging them using an automated process. However, some files (such as page scans) can be challenging to make accessible for assistive technologies, so there may still be challenges with some publishers’ content. For images on the site, we provide metadata such as “title”, “creator”, “author” and “description”, when available to help those using assistive technologies to better understand the images. |
| Not all multimedia contributions offer captions or text alternatives. | Open | Under Investigation |  | Accessible formats may be provided as part of the content or linked externally. Individual users can also contact JSTOR support for accommodations. | Content with multimedia encompasses a very low percentage of content available on JSTOR. |
| JSTOR’s chat widget is provided by a 3rd party. Its visual labels and labels that are read to assistive technologies do not match. | Open | Deferred | N/A | Buttons can still be accessed but do not have clear accessible labels. There is also multiple ways to contact the support team. | We have done everything to make this chat widget accessible. |
| Our Request a Dataset form, which is provided by a third party, has no audible errors for screen readers. | Open | Deferred | N/A | Individual users can contact Support for this request instead of using the form. | We have done everything to make this form accessible. We have reached out to the vendor and this work is under investigation by their organization. |
| PDF page scans provided by third parties are often inaccessible to assistive technology including screen readers. | Open | Under Investigation |  | Individual users can contact support for accommodations such as having a specific document tagged correctly. Turnaround time for this request is 3 days. | Generally speaking, accessibility tagging is supported on the JSTOR platform. It is worth mentioning though that as we split documents into chapters or articles, and add a cover page to the documents, it is possible for a PDF to lose its tags in the process. We have made every effort to ensure that all these files are accessible by tagging them using an automated process. While this method is not exact, it dramatically increases the accessibility of files as compared to an untagged version. |
| While the JSTOR platform itself is written and expressed in the code as English, some documents that include other languages do not reflect this in their code or structure. | Open | Deferred | N/A | N/A |  |
| When creating a JSTOR account, a user can fill out the registration form which includes an explicit checkbox to agree to Terms before submitting. However, there is no step to correct answers before submission. | Open | Deferred | N/A | Individual users have the ability to contact JSTOR Support to edit account information or delete their account. |  |

## Additional Information:

The JSTOR platform is accessible to WCAG 2.1 AA standards with a few outstanding issues as listed above. It is important to note that JSTOR is a platform that presents content from third parties. Due to this, our efforts to make content accessible is limited by the quality, age and other aspects of the content we receive. We are currently exploring new tools we can provide contributors that will allow them to increase the accessibility of their content when uploading to JSTOR. individual users with needs for accommodation can contact JSTOR Support.