JSTOR Accessibility Conformance Report
Revised Section 508 Edition*

(Based on VPAT® Version 2.4)

Name of Product/Version: JSTOR

Product Description: JSTOR (jstor.org) provides access to more than 12 million academic journal articles, books, and primary sources in 75 disciplines

Report Date: July 2020

Contact Information: support@jstor.org

Notes: ITHAKA is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that our services comply with web accessibility guidelines. Due to the scale and complex nature of the JSTOR platform and content, this is an ongoing effort.

We have evaluated the JSTOR.org interface on the basis of and with a focus on its core functionality. Core functionality is defined here as reading, downloading, browsing and searching for content on JSTOR. We have also evaluated the librarian portal, jstor.org/librarians/. Text Analyzer (jstor.org/analyze/) and the Understanding Series (jstor.org/understand/) are currently in beta and are not included in this report.

Additional information about JSTOR's accessibility is available at about.jstor.org/accessibility/

Evaluation Methods Used: VoiceOver screen reader, NVDA, WebAIM Color Contrast Checker, WAVE tool, text spacing bookmarklet, keyboard, Safari, Chrome, Firefox, Internet Explorer 11

* This document covers Web Content Accessibility Guidelines 2.0, 2.1, and the revised section 508 standards.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
[Web Content Accessibility Guidelines 2.0](#)	Level A (Yes) Level AA (Yes) Level AAA (No)
[Web Content Accessibility Guidelines 2.1](#)	Level A (Yes) Level AA (Yes) Level AAA (No)
[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	All meaningful images that are part of the JSTOR interface have a text alternative. To validate support for this criterion, we evaluated the images that regularly appear throughout the site (e.g. icons, logos, and UI components) and used a screenreader to determine whether they had appropriate text alternatives. JSTOR includes high-resolution images for education and research. Many of the images are intended to create a specific sensory experience in a way that words cannot fully capture. These images are contributed to JSTOR by third parties, and the quality of the text alternatives will vary, depending on the contributing source. All images have informational text alternatives (usually a "title" and "creator" or "author") which conveys descriptive information about the image. Some images have additional descriptive text (e.g. a "description" metadata field), however, we cannot guarantee that all images have been given descriptive alt text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Partially Supports	The JSTOR interface itself does not have audio-only or video-only media. As a provider of third-party content, audio and video content on jstor.org are published by a separate institution. If there is audio or video,

● 602.3 (Support Docs)		often it is a media alternative for text. If it isn't a media alternative for text, alternatives for that content may be provided by the institution within the content or by linking to external content. Content with multimedia encompasses a very low percentage of content available on JSTOR.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The JSTOR interface does not have any synchronized media presentations. As a provider of third-party content, any audio content on jstor.org is published by a separate institution. If there is audio provided and it isn't a media alternative for text, captions may be provided by the institution. Content with multimedia encompasses a very low percentage of content available on JSTOR. The Support site has videos on how to use JSTOR. These videos are hosted through YouTube, which provides auto-generated captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The JSTOR interface itself does not have any synchronized media. As a provider of third-party content, any video content on jstor.org is published by a separate institution. JSTOR has a very limited amount of video content on the site (within a single journal title). These videos may contain information transmitted visually without accompanying audio descriptions or ability to turn on or off audio descriptions. Support content is on YouTube and does not convey any information visually that is not also conveyed by the audio track of the videos.

1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Semantic markup is used to convey information, structure, and relationships appropriately. Screen readers and verification of semantic html were used to verify that relationships between labels and elements on the site could be understood accurately. It has been verified that assistive technologies work with these elements. There are a few known exceptions: ● The chat widget on several pages of the site is a third party tool that does not have properly labeled buttons. A user can access the button but it does not have a clear label. ● On the Article pages, the "info" and "reference" are labeled as buttons but are actually tabs
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The sequence of most content on JSTOR does not affect its meaning, and is encoded in a logical and straightforward way where it does. Support for this criterion was validated through screen reader use and keyboard tabbing of the pages on JSTOR to identify whether the order of the page's structured sequence caused content to be out of context.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Supports	This criteria was verified by tabbing through the interactive elements and forms on the site, with the VoiceOver screen reader enabled. If sensory characteristics are used to convey meaning, additional information is provided in another

● 602.3 (Support Docs)		form. JSTOR does not use sensory characteristics of interactive elements as part of instruction.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Textual or visual indicators are also used where color conveys information, indicates an action, prompts a response, or distinguishes a visual element. There was verification that color alone does not convey meaning on JSTOR.org. This was done using a manual process of inspecting content, instructions and UI components to make sure that all aspects of the site are compliant. We use the default browser focus indicator to allow keyboard users to identify their location on the page. This was validated by keyboard tabbing through the interactive elements of the site to observe focus indicators.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	When audio files are present, they do not play automatically. This was validated by navigating to the pages where the audio and video content occurs and confirming files to not automatically play.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Support for keyboard accessibility of JSTOR was validated by keyboard tabbing as well as using arrow keys to navigate the site. Keyboard functionality on all interactive UI elements has also been verified. All elements are accessible via keyboard. There is one exception to this guideline within JSTOR:

		● On the Request a Dataset form, the checkboxes cannot be accessed via keyboard
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	All elements can be entered and exited via the use of a keyboard. Pages are coded to allow the user to move browser focus from one interactive element to another, verified through testing with keyboard-only navigation of the site.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	Keyboard shortcuts are used on the item page within the image viewer and are only active when the image viewer has focus. The "A", "S", "D" and "W" keys can be used to navigate the image viewer when interacting with the viewer. JSTOR does not have keyboard shortcuts in any other area of the site.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Users have the ability to control when content changes, including "automatic" rotators and change confirmation messages.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The audio and video files do not play automatically. The small percentage of audio and video files on JSTOR are either available as files that must be downloaded before they can be played, allowing the user to choose a media player with capabilities to pause and stop content, or the contents is available as links out to YouTube, which provides a means for pausing

		or stopping content. There is no scrolling or blinking content within JSTOR.org.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	JSTOR does not contain content that flashes more than 3 times. Verification of this guideline was done by manual inspection of content, instructions and UI components to ensure compliance.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Supports	JSTOR allows users to move through navigation links and through large groups of content, to the main content of the page, without difficulty. Where repetitive navigation is present, a "skip to main content" link allows the user to circumvent the navigation. This is also true for skipping long lists of content and long tables. Support for this was validated through tabbing through the site with keyboard only navigation.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The titles of web pages on the JSTOR interface are meaningful and clear. Support for this criteria was validated by manually checking the title of pages, modals and frames on the site.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Focus follows an order that is intuitive and logical. When using keyboard only navigation, if there is a meaningful sequence to the tab order, it is preserved. There is an exception to this guideline on JSTOR:

		● On Internet Explorer 11, when tabbing through the footer, the social media icons needs 2 tab clicks before it advances to the next one
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Links are given labels that are meaningful and allow the user to discern their function in the context of the current page. Support for this was validated by navigating through the site while using screen readers to identify if the meaning of the links could be identified without visual cues, and tabbing through the site to check the name of interactive elements against their function.
2.5.1 Pointer Gestures (Level A 2.1 only)	Supports	No functionality requires multipoint or path-based gestures on the site. This was verified through navigating the site with only one cursor.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	When users click, tap, or press on an interactive element, they can cancel the action by moving their cursor away from the element before finishing the click, tap, or press action. This was validated by interacting with each interactive element on the site using a single pointer.
2.5.3 Label in Name (Level A 2.1 only)	Supports	User interface elements that have labels with text have a name that contains the text that is presented visually. This was validated by navigating the website using keyboard and screen reader, and checking the labels and names.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	No functionality on JSTOR can be operated by device or user motion.

3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	JSTOR's language attribute reads <html lang="en">. Manual code inspection was performed to verify the presence of the language attribute on the pages of the JSTOR site. The follow is an exception to this guideline and does not have the language of the page identified: ● Request a dataset form
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The JSTOR interface does not trigger changes when elements of the page receive focus. The level of support for this was validated by keyboard tabbing through the site to identify if any changes occurred when an interactive control received focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The JSTOR interface does not automatically cause a change of context on input. The interface changes only when a user has performed an action meant to change the context. Testing for this was performed by tabbing through the site using a keyboard.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	JSTOR strives to make errors clear and easily correctable by providing an indication of the error and a method for its resolution to the user. The level of support for this criterion was validated by evaluating the error messages produced through purposefully creating errors, both with and without a screen reader. There are a few exceptions to this guideline on JSTOR:

		● On the Request a Dataset form, when a user submits a form without the required fields completed, there is no audible error for screen readers.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	JSTOR strives to make action and input requirements easily understandable, by providing clear labeling on forms, buttons and other interactive elements, as well as contextual instructions on forms. Manual code inspection was used to verify the presence of labels on elements and forms. Testing with screen readers was used to verify that visual instructions on forms were also available to assistive technology.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	We strive to avoid significant HTML/XHTML validation/parsing errors. Though they do not interfere with the core functionality of the site, there are a few parsing errors present, as identified with the use of w3c markup validation service. Many of the errors are already indicated in other parts of this document.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Where appropriate, elements on JSTOR are encoded with a name, role, and value that give the user an indication of their function, as well as any additional options provided by them. Support for this criterion was validated through a mix of manual code inspection and evaluating the interactive elements of the site with a screen reader.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	JSTOR does not host any live media content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The JSTOR interface itself does not have any synchronized media. As a provider of third-party content, any video content on jstor.org is published by a separate institution. JSTOR has a very limited amount of video content on the site (it is within a single journal title). These videos may contain information transmitted visually without accompanying audio descriptions or ability to turn on or off audio descriptions. Support content is on YouTube and does not convey any information visually that is not also conveyed by the audio track of the videos.
1.3.4 Orientation (Level AA 2.1 only)	Supports	Content is not restricted to a single display orientation on JSTOR. This was verified by testing different orientations on a mobile device.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	Common user input fields are implemented so that when specific data is expected in a particular field, the field's purpose is programmatically

		identifiable to make completing the field easier. This was verified by reviewing inputs that request common input purposes.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The JSTOR interface meets contrast guidelines, verified through use of WebAIM's color contrast checker.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Pages are readable and functional when text size is doubled with the following exception: ● on the "Contact Us" page, the middle heading "Administrators" has a small portion of the S cut off.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	If the same visual presentation can be made using text alone, an image is not used in lieu of that text. This was verified through checking images of text across the pages on the site. However, the below exceptions were noted: ● When reading content online (books, journals, pamphlets, research reports), JSTOR often supplies page scans of articles and image-based PDFs. 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 the files as compared to an untagged version. In the event that this process is not sufficient for use, users are

		able to request manually tagged PDFs from the support team. Turnaround times for requests is 3 days.
1.4.10 Reflow (Level AA 2.1 only)	Supports	Content on JSTOR is present without any loss of information or functionality when vertically scrolling content at a width of 320px or horizontally scrolling content at a height of 256px. This was validated by testing different screen widths using Chrome's mobile device emulator.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	User interface components and graphical elements on JSTOR have at least a 3:1 contrast against the adjacent colours. This was confirmed using webaim's WAVE tool on each page.
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	No loss of functionality occurs on JSTOR when setting the text style properties to those dictated in the guideline. This was verified using a text spacing bookmarklet and visually inspecting each page. No loss of functionality occurs, but within the Workspace, both the "create folder" and "move" icons break, causing the "+" or the "->" to become off-center.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Supports	Content that appears on hover or focus on JSTOR are dismissible, hoverable, and persistent by the user. This was verified by interacting with components on the site where additional content appears on hover or keyboard focus.

2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	JSTOR is encoded to support breadcrumb and contextual navigation to help users orient themselves. Pages on the site were checked to verify that they had navigation that would allow the user to proceed further and that users don't land on an orphaned page. There is more than one way to locate every page on the site except for two: - Subject pages can only be navigated to from the Browse by subject page - Image search can only be navigated to from the search results
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Manual code inspection WebAim's WAVE tool, screen readers, and keyboard-only navigation of the site were used to verify that headings were properly utilized to give appropriate structure to the pages on JSTOR, and that labels for interactive elements and form fields were provided.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	It is visually apparent which page element has the current keyboard focus on JSTOR. JSTOR utilizes the browser provided focus indicator to allow the user to understand current page focus. This was validated by testing with keyboard only navigation on JSTOR's pages and modals.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially Supports	The language of the JSTOR website is written in English and expressed as such in the code, verified by manual inspection of the code. If there is non-English text, it will be read as though it is English because an English language

		tag is coded on each page and there is no code reflecting parts as non-English text when present. The Google Translate app is available on all pages and can translate the page from English to nearly any language. When utilized, some elements of the page are read in the translated language.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Navigation links that are repeated on web pages do not change order when navigating through the site. This was verified by checking the navigational elements provided on all the pages of JSTOR.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Interactive elements on JSTOR that perform the same function are consistently identified within sets of pages on the site. This was verified by navigating through the site using keyboard and screenreader.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Errors in the JSTOR interface are identified clearly and suggestions are identified for correction. This was tested by purposefully creating errors to examine the messaging provided to the user to correct the error.

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	Data entered by the user is checked for input errors and the user is given an opportunity to correct those errors. When a user is purchasing an article, issue or JPASS plan, they will be redirected to Paypal and then brought back to the JSTOR site where they will receive a final confirmation before submitting a purchase. When creating a JSTOR account, a user can review the registration form on the page and there is an explicit checkbox to agree to the Terms, but there is no additional step to review and correct answers before submitting. Core functionality does not require a user to create an account.
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	Status messages on JSTOR can be detected and presented to the user by assistive technologies. This was verified by reviewing status messages on the site and using VoiceOver to listen to the programmatically associated information. There are a few known issues with this guideline: ● The Workspace doesn't announce the opening of a modal ● On the login page, the user is not notified that they opened the "more information" modal

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Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	JSTOR uses standard HTML and WAI-ARIA attributes to describe and operate the user interface elements to assistive technologies. Images that are part of the JSTOR interface have a text alternative and most page scan content is available via an automatically tagged PDF. Users can request a manually tagged PDF from the support team if the automatically tagged PDF is not sufficient. As a provider of third-party content, any video content on jstor.org is published by a separate institution. JSTOR has a very limited amount of video content on the site (within a single journal title). These videos may contain information transmitted visually without accompanying audio descriptions or ability to turn on or off audio descriptions. On the Request a Dataset form, a user cannot access the checkboxes within the form using only the keyboard.
302.2 With Limited Vision	Supports	The JSTOR interface does not interfere with any browser settings that adjust color contrast, content size, or zoom functionality.
302.3 Without Perception of Color	Supports	Users do not need to rely on their perception of color to use the JSTOR interface. We utilize the

		default browser focus indicator to allow persons using a keyboard to identify their location on the page. Please see WCAG 1.4.1 for any additional remarks.
302.4 Without Hearing	Partially Supports	The JSTOR interface itself does not have any synchronized media. As a provider of third-party content, any audio or video content on jstor.org is published by a separate institution. JSTOR has a very limited amount of audio and video content on the site. These may contain information transmitted visually without accompanying transcripts, captions, audio descriptions or ability to turn on or off audio descriptions. Support content is on YouTube and does not convey any information visually that is not also conveyed by the audio track of the videos.
302.5 With Limited Hearing	Partially Supports	Use of the JSTOR interface does not depend on hearing to operate or make use of the content. As a provider of third-party content, any audio or video content on jstor.org is published by a separate institution. Alternatives such as captions or transcripts may be provided by the institution within the content or by linking to external content. Content with multimedia encompasses a very low percentage of content available on JSTOR. The Support site has videos on how to use JSTOR. These videos are hosted

		through YouTube, which provides auto-generated captions.
302.6 Without Speech	Not Applicable	No part of the JSTOR interface requires user speech.
302.7 With Limited Manipulation	Supports	JSTOR supports standard input mechanisms such as keyboards and pointing devices. There are no aspects of the site that require fine motor control or the operation of more than one control at the same time.
302.8 With Limited Reach and Strength	Supports	JSTOR is an online interface and device agnostic. JSTOR strives to ensure that all elements of the interface can be accessed via the use of a keyboard. The site is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	JSTOR strives to support users with limited language, cognitive and learning abilities in a variety of ways: ● The interface does not contain fields that require timed reactions or any graphics or tools that may distract a user. ● There are no complex, multi-stage processes inherent in the core functionality of the JSTOR site. ● Consistency is provided on the JSTOR site via predictable navigation and meaningful semantic structure. ● JSTOR does not interfere with any assistive technology that aids individuals with limited cognitive, language and learning abilities.

		• JSTOR access is primarily IP-based for large institutions and offers browser pairing, ensuring that signing in is kept to a minimum.
		• The JSTOR site is written in clear, simple language with the intention of making the discovery of content easy and predictable.
		• Errors on the site are clearly defined and instructions for remediation are readily provided.

Chapter 4: Hardware

Notes: We have deleted this section as JSTOR is exclusively online software.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Supports	As a web-based interface, JSTOR is operating-system agnostic and is not encoded to disrupt assistive technology, allowing the user to have control over their use of assistive technology on the site. Validating with keyboard-only use and screen reader, we were unable to find any barriers that would inhibit a user's ability to turn on and off or use platform accessibility features on the core functions of the site.

502.2.2 No Disruption of Accessibility Features	Supports	As a web-based interface, JSTOR is operating-system agnostic and is not encoded to disrupt assistive technology. Validating with keyboard only use and screen reader, we were unable to find any barriers that would disrupt the use of accessibility features on the core functions of the site.
502.3 Accessibility Services		
502.3.1 Object Information	Supports	Semantic markup and labeling is used to convey information, structure and relationships for controls and elements and their roles on the site, with screen readers and the WAVE Web Accessibility Evaluation Tool being used to validate that the information about the objects on the page are available to assistive technology. There is a chat widget on several pages of the site provided by a third party that does not have properly labelled buttons, but a user can still access and use the chat.
502.3.2 Modification of Object Information	Supports	The user is able to successfully use input controls on the JSTOR site to perform actions and interact with elements on the site, with their roles and input types identified and their states made available to assistive technology. Testing with a screen reader and keyboard only navigation was utilized to validate that the actions could be performed and understood by assistive technology.
502.3.3 Row, Column, and Headers	Supports	Tables exist on the JSTOR pages that allow you to browse by subject, publisher or title. The tables' rows, columns, and headers are programmatically

		determinable and contextual information is available to assistive technology. This was verified by manually inspecting the code and using a screen reader to interact with each table.
502.3.4 Values	Supports	Object values on the site are available to assistive technology and when a range of values are present, information about the number of options and the expandability of list or dropdown are also provided. Additionally, the labels for form elements are associated with their form fields. This was validated through testing with screen readers and the WAVE tool to confirm that values were associated with their labels and ranges of values were available to assistive technology.
502.3.5 Modification of Values	Partially Supports	Object values on the site are available to assistive technology. The user is able to change from one selected value to another through the use of assistive technology, and is made aware of the results of the changes to values, as verified by the use of keyboard only navigation. There is one exception: On the Request a Dataset form, a user cannot access the checkboxes within the form using only the keyboard.
502.3.6 Label Relationships	Partially Supports	Relationships between form fields and their labels, and interactive elements and their labels, are associated via the use of semantic markup. This was verified through the use of the WAVE tool and manual code inspection of form fields and page elements on the site.

		There are a few exceptions to this guideline:
		- There is a chat widget on several pages of the site provided by a third party that does not have properly labelled buttons, but a user can still access and use the chat. - On the Article pages, the "info" and "reference" are labeled as buttons but are actually tabs
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships (such as in navigation, tables, and forms) are made clear through the use of semantic markup, ARIA attributes, and position throughout the document. This was verified through manual code inspection and the use of a screen reader to inspect the relationships between elements and content.
502.3.8 Text	Supports	Semantic markup/html is used on the JSTOR site to allow the context of text objects, attributes and the boundary of text to be programmatically determinable. The site uses built-in browser focus indicators and cursors to allow the user to know where the focus is on the page. Links and other text-based objects on the page are available to assistive technology. This was validated by using only the keyboard to navigate and test for the indications of focus. Screen readers were used to validate that text objects were available to assistive technology.
502.3.9 Modification of Text	Supports	Testing with a screen reader and keyboard-only navigation was utilized to validate that text is editable within user inputs on the JSTOR site. On the basis of this testing, those using assistive

		technology are able to create, interact with, and modify content. We were unable to identify barriers for this criterion.
502.3.10 List of Actions	Supports	All actions on the JSTOR site are programmatically determinable. Testing with a screen reader and keyboard only navigation, we validated that options for performable actions could be identified by assistive technology.
502.3.11 Actions on Objects	Partially Supports	Testing with a screen reader and keyboard-only navigation, we validated that actions on interactive site elements could be successfully identified and performed by assistive technology. WAI-ARIA and HTML5 elements are utilized to make actions more easily performable on the site. There is one exception: On the Request a Dataset form, a user cannot access the checkboxes within the form using only the keyboard.
502.3.12 Focus Cursor	Supports	JSTOR uses the default focus indicator of whichever browser the user chooses. Through testing with keyboard only navigation, we validated that element focus is always sufficiently visible to the user.
502.3.13 Modification of Focus Cursor	Supports	Testing with a screen reader and keyboard-only navigation, we validated that users are able to move through different elements across the site. JSTOR uses standard HTML elements with standard cursor controls for user input. A user is able to track focus, text insertion point, and selection attributes of the user interface across the site.

502.3.14 Event Notification	Partially Supports	Testing with a screen reader and keyboard-only navigation, we verified that information about changes to objects caused by user actions are available to assistive technology, and that the JSTOR interface does not automatically cause a change of context when a user adjusts settings in the interface. Additionally, we verified that input errors are identified and accompanied with suggestions for correction. There is one exception: On the Request a Dataset form, when a user submits a form without the required fields completed, there is no audible error for screen readers.
502.4 Platform Accessibility Features	Not Applicable	This criterion applies only to platform and platform software such as operating systems. The JSTOR interface is web-based and does not interfere with any user settings, especially those that function as or work with assistive technology.
503 Applications		
503.2 User Preferences	Supports	The JSTOR interface does not provide any user accessibility preferences and permits users to utilize platform and operating system settings like color and contrast. Users can use the zoom functionality on their browser to change the font size.
503.3 Alternative User Interfaces	Not Applicable	JSTOR does not provide an alternative user interface for accessibility and instead works to make a single platform that is accessible and device agnostic.

503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Supports	JSTOR's use of video is extremely limited and generally relegated to our support content. Our support content and how-to videos are hosted on YouTube which does provide a limited level of caption control. One journal on JSTOR contains video. A user must download the content to view it so no caption controls are needed on the site. Some of the videos are also hosted on YouTube, which provides automatically generated captions and allows the user to turn captions on and off.
503.4.2 Audio Description Controls	Partially Supports	JSTOR has a very limited amount of video content on the site. Support content is on YouTube and does not convey any information visually that is not also conveyed by the audio track of the videos. For video content in the single journal on the site containing videos, most of the videos available are either interviews or lectures. When additional visual information is present that is not described, the core message and purpose of the video is still available to the user. For a small percentage of these videos, such as in cases where the clip is from a cartoon series, there is no method for users with low or no vision to gain the visual information in another way.
504 Authoring Tools		

504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	JSTOR is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	JSTOR is not an authoring tool.
504.2.2 PDF Export	Not Applicable	JSTOR is not an authoring tool.
504.3 Prompts	Not Applicable	JSTOR is not an authoring tool.
504.4 Templates	Not Applicable	JSTOR is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Supports	We provide information about the accessibility of JSTOR on our support site at https://about.jstor.org/accessibility/. The documentation includes information on conformance status, measures to support accessibility, and contact information. JSTOR does not include any built-in accessibility features of its own, but allows the user to make use of platform and browser accessibility features.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation for JSTOR.org is available online.

603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	The JSTOR site does not require any special configuration for assistive technology and can be accessed via most modern browsers. Our user support team is given an accessibility overview as part of their onboarding. This covers: what accessibility means in a web context, common barriers JSTOR users might encounter, an overview of accessibility guidelines, how to best assist users requesting accessibility assistance, and an introduction to accessible design. Additionally, an accessibility statement and documentation on the level of JSTOR's conformance with WCAG guidelines and Section 508 criteria is provided on our About site (https://about.jstor.org/accessibility/).
603.3 Accommodation of Communication Needs	Supports	Support services are available to accommodate the communication needs of persons with disabilities. Support for the JSTOR site is available through a number of different methods including email, chat, and standard phone line. Some JSTOR support personnel have been formally trained on answering accessibility questions. While others have not received specific training, support personnel have worked successfully with users to resolve a number of accessibility related requests. All training and instructional videos are hosted on YouTube and therefore have access to automatically generated captions.

Legal Disclaimer

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