Vendor/Product Information

Vendor Name	ProQuest
Product Name	ProQuest Platform
Product Version	June 2020 release
Completion Date	July 1st, 2020
Contact Name/Title	Stuart Beach (Product Manager Sr)
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Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Transcripts are available for most, but not all video-only and audio-only content.	Open	I/P	H2 2020 for investigation task		**1.2.1 Audio-only and Video-only (Prerecorded) (Level A)** Investigation is underway to identify products containing the small amount of audio/video content for which transcripts are not available, and share this information with customers.
Synchronized captions of audio-only content is typically not provided.	Open	I/P	No plan at this stage to resolve this		**1.2.2 Captions (Prerecorded) (Level A)**
Audio descriptions are not provided for some video content.	Open	Deferred	No plans to address this.		**1.2.3 Audio Description or Media Alternative (Prerecorded) 1.2.5 Audio Description (Prerecorded) (Level AA)** A limited amount of content has audio descriptions, where these were made available to us by the publishers.
Some full text articles are only available as scanned images or scanned PDFs.	Open	I/P	Ongoing	To help mitigate the accessibility issues with scanned images and scanned PDFs, a feature that automatically generates a	**1.4.9 Images of Text (Level AAA)** Since June 2019, all new image-based archival products and modules with scanned PDFs, now include high accuracy, OCR text, tagged and structured according

				readable, text-only version of the content is embedded on the page. The feature is available for most (but not all) scanned image or scanned PDF content. The AT notifies the user of the feature and how to use it. In addition, ProQuest Technical Support offer a manual processing service on request (3 documents per request).	to accessibility guidelines. Non-text content has alternative text describing what is being represented.

Additional Information: