

# VPAT™

## Voluntary Product Accessibility Template®

### Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility.

It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

**Date:** 5/1/2016

**Name of Product:** [www.jstor.org](http://www.jstor.org)

**Contact for more Information (name/phone/email):** JSTOR Support, 1(888)388-3574, [support@ithaka.org](mailto:support@ithaka.org)

## Summary Table

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	Supports with exceptions	Exceptions are noted in: 1194.21 (d) (h) (i)
Section 1194.22 <a href="#">Web-based Internet Information and Applications</a>	Supports with exceptions	Exceptions are noted in: 1194.22 (b) (c) (g) (h) (n)
Section 1194.23 <a href="#">Telecommunications Products</a>	Not Applicable	
Section 1194.24 <a href="#">Video and Multi-media Products</a>	Supports	
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>	Not Applicable	
Section 1194.26 <a href="#">Desktop and Portable Computers</a>	Not Applicable	
Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports with exceptions	Exceptions are noted in: 1194.31 (f)
Section 1194.41 <a href="#">Information, Documentation and Support</a>	Supports	

## Section 1194.21 Software Applications and Operating Systems – Detail

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<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	Ability to tab through navigation links is supported and “Skip to main content” links are available.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Website does not disrupt or disable activated features of other products identified as accessibility features.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	Link focus is indicated by the browser’s default gray outline. “Skip to main content” links become visible in the interface when they receive focus.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports with exceptions	<p>Alternative text is generally available for informational images and decorative images are given empty alt text.</p> <p>The alternative text for the journal article page images state that they are ‘page scans.’ Full text content is available to screen reader users via tagged PDFs.</p> <p>Most full-text PDFs for journal and book content are accessible to screen readers. In the event, that a user is unable to directly</p>

		read content using a screen reader, JSTOR User Support will provide an accessible version of the PDF.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	Images & their meanings are used consistently throughout the interface.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Not Applicable	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The website does not override user selected contrast and color selections and other individual display attributes.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports with exceptions	Animation is not used to convey information in JSTOR created content.  Some article multimedia content provided by publishers may not meet this requirement.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with exceptions	As a general rule, the JSTOR site is coded to ensure that color is not the sole means of conveying information.  For example: Links are indicated by color <i>and</i> an underline.  Active menu items have bold text in addition to a shaded background.  If a form is submitted with one or more required fields blank, there is an error message. Focus is not always given to the

		error message although a box beneath the field in question highlights the error.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The website does not have color and contrast settings within the site.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	The site does not use any flashing or blinking text, objects, or other elements.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	<p>In the majority of cases, forms on the site are coded to support users of Assistive Technology.</p> <p>The forms are structured so they are read properly in a linear fashion and in a logical tab order. Tabbing through form fields is supported.</p> <p>Label and id tags are used to associate form elements with field labels.</p> <p>ReCAPTCHA is used on one of our forms (Account Registration). This CAPTCHA implementation was chosen because it includes an audio option.</p>

## Section 1194.22 Web-based Internet information and applications – Detail

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Alternative text is available for information images and decorative images are given empty alt text.  Alternative text for the page images of journal articles states that the image is a “page scan” and full text versions of PDFs are available to screen reader users via download or the JSTOR Support team.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports with exceptions	Video content created by JSTOR is not linked to the main website.  Some article multimedia content provided by publishers may not contain equivalent alternatives.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with exceptions	As a general rule, the JSTOR site is coded to ensure that color is not the sole means of conveying information.  For example: Links are indicated by color <i>and</i> an underline.  Active menu items have bold text in addition to a shaded background.

		<p>On form pages, a color <i>and</i> symbol (red asterisk) indicate required fields.</p> <p>If a form is submitted with one or more required fields blank, there is an error message, focus is given to the error message and a box highlights the fields with an error.</p>
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	HTML pages are coded in semantic fashion so that they are readable without style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	
(g) Row and column headers shall be identified for data tables.	Supports with exceptions	JSTOR-created tables are coded for accessibility with headers. Publisher-created tables are not under JSTOR's control and may not contain header tags in all cases.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports with exceptions	<p>JSTOR-created tables are generally coded for accessibility with headers. The existing exceptions include JPASS downloads and the MyJSTOR shelf. These function as tables but are not labeled as such. Table headers are presented without context, and data within the table is not associated with table headers.</p> <p>Publisher-created tables are not under JSTOR's control and may not contain header tags in all cases.</p>
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	Frames are not currently used in the site.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The site does not contain any flashing or blinking text, objects or other elements.

<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not Applicable</p>	<p>The site does not require a text-only page.</p>
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Supports</p>	<p>Javascript is coded with accessibility and progressive enhancement in mind. Core site functionality is not dependent on javascript.</p>
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Supports through Equivalent Facilitation</p>	<p>Currently, links to plug-ins or applets are posted on the JSTOR accessibility page.</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports with exceptions</p>	<p>In the majority of cases, forms on the site are coded to support users of Assistive Technology.</p> <p>The forms are structured so it is read properly in a linear fashion. The form is structured in a logical tab order. Tabbing through form fields is supported.</p> <p>Label and id tags are used to associate form elements with field labels.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	<p>“Skip to main content” links are provided to allow users to skip repetitive main navigation links.</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	<p>Currently, there are no timed responses required on the site.</p>



Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium:

## **Section 1194.23 Telecommunications Products – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	

<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Not Applicable</p>	
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Not Applicable</p>	
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Not Applicable</p>	
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not Applicable</p>	
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not Applicable</p>	
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay</p>	<p>Not Applicable</p>	

before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	

**Section 1194.24 Video and Multi-media Products – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer	Not Applicable	

equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Supports	Video content created by JSTOR is not linked directly to the main website.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	Currently, training and tutorial content does not have additional visual information necessary for comprehension.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports	Video content created by JSTOR is not linked directly to the main website.

***Section 1194.25 Self-Contained, Closed Products – Detail***

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not Applicable	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of	Not Applicable	

<p>at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Not Applicable</p>	
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>Not Applicable</p>	
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply</p>	<p>Not Applicable</p>	

with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.		
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	Not Applicable	
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not Applicable	

**Section 1194.26 Desktop and Portable Computers – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	

(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	

## ***Section 1194.31 Functional Performance Criteria – Detail***

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<b><i>Criteria</i></b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports when combined with Compatible Assistive Technology	The site allows the use of Assistive Technology (for example, screen readers) by people who are blind or visually impaired.



<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p>Supports when combined with Compatible Assistive Technology</p>	<p>The site supports the use of Assistive Technology (for example, screen readers).</p> <p>The site also allows users to increase the font size of HTML text.</p>
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>	<p>Supports</p>	<p>Currently, user hearing is not required in any area of the website.</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Supports</p>	<p>See 1194.31(c)</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Supports</p>	<p>The site does not require user speech.</p> <p>If a user would like to contact JSTOR Support, an electronic form and email communication is supported, in addition to assistance via telephone.</p>
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supports with exceptions</p>	<p>Keyboard tabbing is supported. Fine motor control or simultaneous actions are not generally required to use the site.</p> <p>However, if you are using the combination of Chrome and NVDA, you will not be able to accept the terms and conditions without pressing "Shift + Enter" simultaneously.</p>

**Section 1194.41 Information, Documentation and Support – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	<p>Product support documentation can be made available in alternative format upon request, at no additional charge.</p> <p>Currently, support documentation is available in HTML format through the JSTOR About site (<a href="http://about.jstor.org">about.jstor.org</a>) and the JSTOR Support site (<a href="http://support.jstor.org">support.jstor.org</a>).</p>
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	<p>The site provides a web page (HTML format) that describes the accessibility and compatibility features of the web site. The Accessibility page is linked to in the footer of each page.</p>
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	<p>Training and instructional videos have captions.</p> <p>Support services are available to accommodate the communication needs of end-users with disabilities.</p> <p>The following is an example of a support service provided (a description of this service is available on the Accessibility web page):</p>

		<p>In the event that the PDF tagging provided is not sufficient for use, JSTOR can perform manual tagging on a limited number of articles.</p>
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End-users can contact JSTOR Support with their request. The turnaround time for this service is estimated at 3 days per article.