

JSTOR Accessibility Conformance Report
Revised Section 508 Edition

VPAT® Version 2.2 – August 2018

Name of Product/Version: JSTOR

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

Date: December 2018

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Notes: We have evaluated the JSTOR 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 the JSTOR platform.

Evaluation Methods Used: Keyboard only operation, WAVE toolbar, aXe extension, VoiceOver on most recent versions of Chrome, Mozilla Firefox and Safari.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
<u>Revised Section 508 standards</u> as published by the U.S. Access Board in the Federal Register on January 18, 2017	(Yes)

Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018

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.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 	<p>Partially Supports</p>	<p>To validate support for this criteria, the code was visually inspected for image elements throughout the site, in addition to utilizing the WAVE tool to detect images without an accompanying alt attribute.</p> <p>Although the majority of images and form image buttons have appropriate alternative text, certain images throughout the site are mislabeled or missing alt text. These include:</p>

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- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

- When making the Text Analyzer page smaller, the “select a file” image is missing alt text and the “take a picture” image is labeled as “camera icon, ” which isn’t very descriptive.
- Google logo on translation feature is missing alt text.
- There is no alt text (or blank alt text element) for the “Login with Google” button on the login page.
- Security studies icon, floating alongside the page on Security studies articles, is missing an alt text attribute.
- On the journal article display page, the thumbnail image of the journal cover reads as "thumbnail " (the ARIA label overrides the alt text of the journal title)
- Sustainability icon, floating alongside the page, on Sustainability articles, is missing an alt text attribute.
- LSE library icon, on the Pamphlet landing page, is missing alt text element .
- VoiceOver reads ARIA label of a journal and research report cover’s image "thumbnail" instead of alt text on the 404 error page.
- An Artstor icon in section 3.3 of the Terms and Conditions of use page is not labeled with alt text.
- The privacy policy page has a Trust E brand logo that does not have accompanying alt text.
- On the cookie policy page, logos for all the ITHAKA brands are presented without accompanying alt text.
- In the “move selected items” modal, the dash symbol to collapse and expand content does not have a descriptive label attached.
- ARIA label for journal cover thumbnails is overriding the Alt text, which uses the actual journal title.
- On the Pamphlet landing pages, some publisher icons are missing an alt text element
- The “For Librarians” and “For Publishers” buttons, in the page footer of JSTOR, lack a descriptive label
- The “Exit modal” X, on the GDPR cookies banner, is read as “times,” instead of close, which does not provide proper context for its functionality.
- The support site’s “Search Help” section has several screenshots that do not have alt text.
- On the topic pages, we sometimes pull images from Wikimedia Commons. Occasionally, there may be an image that doesn’t have descriptive alt text.

<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2 (Web) ● 10.2.2 (non-web document) ● 11.2.1.2 (Software) ● 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>As a provider of third-party content, videos on jstor.org are published by a separate institution. A transcript is not provided by these institutions when submitting the video content. These videos are a very low percentage of content available on JSTOR (encompassing a single journal). Support videos, and general how-to videos, are on YouTube, which provides Closed Captions. We do not currently have transcripts available for our support content. Support videos do not convey content visually that is not available in the default audio track.</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.3 (Web) ● 10.2.3 (non-web document) ● 11.2.1.3 (Software) ● 11.2.2.3 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>As a provider of third-party content, videos on jstor.org are published by a separate institution. A transcript is not provided by these institutions. These videos are a very low percentage of content available on JSTOR (encompassing a single journal). Support videos, and general how-to videos, are on YouTube, which provides Closed Captions. We do not currently have transcripts available for our support content. Support videos do not convey content visually that is not available in the default audio track.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4 (Web) ● 10.2.4 (non-web document) ● 11.2.1.4 (Software) ● 11.2.2.4 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) 	<p>Partially Supports</p>	<p>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, majority of it is comprised of interviews, where there is no, or very limited, information conveyed visually that is not also available on the audio track. The remaining videos in this journal do contain information transmitted visually, without accompanying audio descriptions/without the ability to turn on or off audio</p>

<ul style="list-style-type: none"> ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>descriptions, but make up a small subset of the content. The JSTOR Youtube channel is composed of instructional videos, where visuals displayed are largely decorative. There are, however, some exceptions where all information is not also available on the audio track.</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.7 (Web) ● 10.2.7 (non-web document) ● 11.2.1.7 (Software) ● 11.2.2.7 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Page structure, as well as the relationships between objects and their corresponding context on a page, is conveyed through semantic markup on JSTOR. Screenreaders were utilized to validate that relationships between labels and elements on the site, as well as the structure of the page, was available to assistive technology. There is, however, one exception listed below.:</p> <ul style="list-style-type: none"> ● Currently the only H1 designation on the homepage is in the Google Translate widget, where it is hidden from screenreaders. There are two H2 designations and 10 unordered lists. This is not very informative of the structure of the page.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.8 (Web) ● 10.2.8 (non-web document) ● 11.2.1.8 (Software) ● 11.2.2.8 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The sequence of content does not affect its meaning and is encoded in logical and straightforward way, where it does, with some exceptions noted below. Support for this criteria was validated through screenreading and keyboard tabbing of the pages on the JSTOR site to identify whether the order of the page's structured sequence created any barriers. A couple of key issues were found:</p> <ul style="list-style-type: none"> ● In the navigation, there is no indication given to assistive technology that Advanced Search and Browse are expandable ● To export an article from the search results page, you have to check the checkboxes of the articles you want, and then return to the "Export Citations" menu. When tabbing through the page, the button does not announced itself to the screenreader when it is in a disabled state. Such that when the user enables the menu by clicking the checkbox, the user is unaware of

		the location of the menu on the page, unless the user tabs through the entire page page.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.9 (Web) ● 10.2.9 (non-web document) ● 11.2.1.9 (Software) ● 11.2.2.9 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The JSTOR site does not provide sensory characters of interact elements as part of instructions to the user. This was verified by tabbing through the interactive elements and forms on the site, with the screen reader enabled.
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.10 (Web) ● 10.2.10 (non-web document) ● 11.2.1.10 (Software) ● 11.2.2.10 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>JSTOR uses the default focus indicator of whichever browser the user chooses to convey where the user is on the site. For example, in Chrome, the indicator is a blue outline on the element. This provides another method, in addition to color change, indicating an action or on screen focus. This was validated by keyboard tabbing through the interactive elements of the site. However, in the places listed below, a dark teal/light teal contrast color is used throughout the website to as the sole indicator of focus and the ability to move to action. The contrast between the colors is 1.28:1 which fails A and AA guidelines.</p> <ul style="list-style-type: none"> ○ There are dark teal buttons (i.e. find your institution, update your profile, the magnifying glass on home page, the “search” button on Advanced Search, etc) that do not meet contrast guidelines: ○ The same color contrast is present for all underlined links, which does not meet this criteria for the same reasons. A good example are the “browse by” pages. With this low

		<p>contrast, it would be difficult to know which link is receiving focus.</p> <ul style="list-style-type: none"> ○ While reading Articles, Chapters, Pamphlets and Research Reports, you need to press the next and previous page arrows. The focus of these arrows uses the same faint color contrast. ● On the profile page, the “show password” link is not underlined to indicate it is a hyperlink, nor does its color change when it is hovered over or receives focus via tabbing through the page. ● When searching for images and looking at the search results page, there is no indication of focus unless you're hovering over a link (which changes to a slightly lighter blue) or tabbing through (which will give you a box shaped focus). ● To apply a date range to search results, you must hit the "apply" button. You can only tell that the date filter has been activated when the "apply" button turns from teal to grey. ● When looking at individual results for an image search, you need to click an arrow to move from one image to the next. The visual indication you can do this is a change from a light grey to a slightly darker grey. There is also a very subtle movement. The contrast between these two colors does not meet contrast guidelines. ● On the search results page of the Text Analyzer, you can click an “Identified Term” on the left hand side. Clicking a term affects your search results and is indicated only by a change in the color of the term.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.11 (Web) ● 10.2.11 (non-web document) ● 11.2.1.11 (Software) ● 11.2.2.11 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	<p>Not Applicable</p>	<p>There is no audio on any JSTOR page that plays automatically. The small percentage of audio and video files on JSTOR are either available as mp4 files, that must be downloaded before they can be played, or are available as links out to video content on YouTube, where they can be paused. This was validated by navigating to the pages housing the audio and video content on the JSTOR site.</p>

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.15 (Web) ● 10.2.15 (non-web document) ● 11.2.1.15 (Software) ● 11.2.2.15 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>We strive to maintain full keyboard accessibility for core functionality, utilizing natively accessible elements, in addition to ARIA and HTML5 landmarks and ARIA tabindices, to allow the user to navigate the site comprehensively with the keyboard. Support for keyboard accessibility of the site was validated by keyboard tabbing and arrowing through the site. However, there are several exceptions that are worth noting:</p> <ul style="list-style-type: none"> ● Expanded content in dropdowns for "export selected citations" on the search results page and the non-required dropdowns on the "My Profile" form do not close once you navigate past them. There's no indication of how to close these dropdowns and some content is visually hidden by these open menus. ● When using the Text Analyzer, the first step requires you to upload, copy and paste or provide the url to an article. You can also drag and drop a test article. You are unable to utilize drag and drop functionality for text analyzer with a keyboard alone. There is also a link in this area stating "15 languages supported" that shows you which languages are supported but only when you hover over it with a mouse. This information is inaccessible via keyboard. ● On My Workspace, you cannot move items into or out of folders via keyboard easily. Once you check the checkbox to select a folder, you must tab through the entire page to move an item. ● Unable to navigate to the support chat widget (widget would be available on the login and support pages). ● When looking at an individual image, user can only see the entire metadata section by scrolling. You are not able to navigate to this section with a keyboard, unless utilizing in combination with a screenreader. ● On the search results page of the Text Analyzer, you cannot select or remove a topic by keyboard alone.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.16 (Web) 	<p>Partially Supports</p>	<p>JSTOR strives to ensure that all elements can be entered and exited via the use of a keyboard by utilizing code that does not interfere with the keyboard interface of the computing device. Pages are coded to allow the user to move browser focus and</p>

<ul style="list-style-type: none"> ● 10.2.16 (non-web document) ● 11.2.1.16 (Software) ● 11.2.2.16 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>platform cursor from one interactive element to another, verified through testing with keyboard only navigation of the site. However there is an exception worth noting:</p> <ul style="list-style-type: none"> ● In the "My Workspace" section, once you click the "add a note" button to activate the note text box, you have to navigate back to the "add a note" button and press enter in order to close to the text box. No indication is given to the user that this process is necessary to exit the text box.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.17 (Web) ● 10.2.17 (non-web document) ● 11.2.1.17 (Software) ● 11.2.2.17 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	<p>The JSTOR site does not employ any means of timing that would cause the loss of entered data, with the exception of the time limit for inactivity on a logged in account. To allow the user control over this timed element, the user is given the ability to check 'stay logged in' and bypass any time limit that may result in loss of data.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.18 (Web) ● 10.2.18 (non-web document) ● 11.2.1.18 (Software) ● 11.2.2.18 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not applicable	<p>JSTOR was not encoded or designed with any areas utilizing blinking or scrolling information. The small percentage of audio and video files on JSTOR are either available as mp4 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. This was validated by navigating to the pages housing the audio and video content on the JSTOR site.</p>

<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.19 (Web) ● 10.2.19 (non-web document) ● 11.2.1.19 (Software) ● 11.2.2.19 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The JSTOR platform, and support site, host a limited amount of moving content, comprising of a single journal with videos, a small number of support site videos and a single page, on the support site, with animated gifs. In addition to this content, a small number of videos are available, produced by JSTOR, on a YouTube channel. The content in these locations was tested against the success criteria, utilizing PEAT to verify if it met the requirements. With the exception of seven videos, all tested content was below the threshold. Additional information about the accessibility of these, and other videos, is available on the JSTOR about site.</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.20 (Web) ● 10.2.20 (non-web document) – Does not apply ● 11.2.1.20 (Software) – Does not apply ● 11.2.2.20 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Partially Supports</p>	<p>JSTOR allows users to move through navigation links and through swathes 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. Support for this was validated through tabbing through the site with keyboard only navigation. However, there is one exception:</p> <ul style="list-style-type: none"> ● On the Get Access support page, the focus order goes to the links on the right hand side of the page before they go to the main body. When the user goes to subsequent articles in this section, they are required to navigate past the same links on the right hand side of the page again.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.21 (Web) ● 10.2.21 (non-web document) ● 11.2.1.21 (Software) - Does not apply ● 11.2.2.21 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) 	<p>Partially Supports</p>	<p>The titles of web pages on JSTOR site are meaningful and relevant to location within the website. Support for this criteria was validated by manually checking the title of pages, modals and frames on the site. Through this, three frames were identified without titles:</p> <ul style="list-style-type: none"> ● The chat widget frame, which chat with support team is embedded in, is not titled. ● The frame for the GDPR cookie banner is not titled

<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<ul style="list-style-type: none"> ● On the support site, an untitled frame is used to house the Institution Finder video
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.22 (Web) ● 10.2.22 (non-web document) ● 11.2.1.22 (Software) ● 11.2.2.22 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>Focus on elements on the JSTOR site follows an order that is intuitive and logical. This was validated through navigating, with keyboard only, throughout the site, to identify the tab order of the pages and that, if meaning was affected, the tab order was sequential. There is one notable exception identified:</p> <ul style="list-style-type: none"> ● To export an article from the search results page, you have to check the checkboxes of the articles you want, and then return to the “Export Citations” menu. When tabbing through the page, the button does not announced itself to the screenreader when it is in a disabled state, nor is it focusable; such that when the user enables the menu by clicking the checkbox, the user is unaware of the location of the menu on the page, unless the user tabs through the entire page page.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.23 (Web) ● 10.2.23 (non-web document) ● 11.2.1.23 (Software) ● 11.2.2.23 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>JSTOR 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 utilizing screenreaders 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. A few exceptions were however noted:</p> <ul style="list-style-type: none"> ● On the Advanced Search page, the expand/collapse function of the Journal Filter section does not indicate whether or not it has been expanded or collapsed. ● On the Topic pages, the “show more” and “show less” links, which appear after the description, do not clearly indicate that they refer to the available length of description. ● When reading an article online, the “previous page” link is functionally disabled when you are on the first page of an article. However, the screenreader reads it as if the link is active. ● While using the Text Analyzer and looking at your search results, you can adjust your search by clicking any

		<p>“Identified Term” in a large group of terms on the left hand side of the page. The instructions to add term to your search come at the very beginning of the section. After the beginning instructions, there are at least 50 terms, broken into sets of different subject types. Going through so many terms in four different subject types allows you to lose the context of your activity.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.27 (Web) ● 10.2.27 (non-web document) ● 11.2.1.27 (Software) ● 11.2.2.27 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Language attribute reads <html style="height: 100%;" lang="en">. Manual code inspection was performed to verify the presence of the language attribute on the pages of the JSTOR site.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.29 (Web) ● 10.2.29 (non-web document) ● 11.2.1.29 (Software) ● 11.2.2.29 (Closed Software) – Does not apply 	<p>Supports</p>	<p>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.</p>

<ul style="list-style-type: none"> ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.30 (Web) ● 10.2.30 (non-web document) ● 11.2.1.30 (Software) ● 11.2.2.30 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>The JSTOR interface does not automatically cause a change of context when a user has not performed an action to specifically change the context, with some exceptions, listed below. Testing for this was performed by tabbing through the site to verify whether or not focus on a control, or other interactive elements, caused a change of context, and if the user was first advised that such a change would take place on focus, if it did. A couple of key exceptions were identified:</p> <ul style="list-style-type: none"> ● When resizing the Text Analyzer to a smaller window (or accessing the page on a mobile device), two icons appear, one which allows you to take a picture of text. This item is not available without resizing or using mobile device. ● On the Text Analyzer results page, there is no indication how adjusting the importance of a term or clicking a prioritized term, will change your search results, as contextual instructions are not provided.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.33 (Web) ● 10.2.33 (non-web document) ● 11.2.1.33 (Software) ● 11.2.2.33 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>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 criteria was validated by evaluating the errors messages produced through purposefully creating errors, both with and without a screenreader. Through this, a couple of barriers were identified:</p> <ul style="list-style-type: none"> ● When on the search results page of the Text Analyzer, you can enter any characters into the date range (including non numerals) and no error will be identified. ● On the Topics page, the "search within this topic" bar does not display an error when left empty.

<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.34 (Web) ● 10.2.34 (non-web document) ● 11.2.1.34 (Software) ● 11.2.2.34 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>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 and the WAVE tool were used to verify the presence of labels on elements and form and testing with screenreaders was used to verify that visual instructions on forms were also available to assistive technology. One exception to our current support of this was identified:</p> <ul style="list-style-type: none"> ● On the Text Analyzer search results page, the date range field is not labeled.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.37 (Web) ● 10.2.37 (non-web document) ● 11.2.1.37 (Software) ● 11.2.2.37 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>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 large number of parsing errors present, as identified with the use of w3c markup validation service. May of the errors are already indicated in other other parts of this ACR. The list of these errors is available on demand.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.38 (Web) ● 10.2.38 (non-web document) ● 11.2.1.38 (Software) ● 11.2.2.38 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p>	<p>Partially Supports</p>	<p>Elements on the JSTOR site are encoded with a name, role and value, where appropriate, that give the user an indication of their function, as well as any additional options provided by them. Support for this criteria was validated through a mix of manual code inspection, tabbing through the interactive elements of the site with a screen reader, and use of the WAVE tool. However, there is one exception:</p> <ul style="list-style-type: none"> ● The Browse and Tools navigational drop downs, which persist throughout the site, are described as two menu items. This does not let the user know that these items have drop downs with additional options.

<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
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Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanation
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The JSTOR interface includes no live media.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Partially Supports	As a provider of third-party content, videos on jstor.org are published by a separate institution. A transcript is not provided by these institutions. These videos are a very low percentage of content available on JSTOR (encompassing a single journal title). Support videos do not convey content visually that is not available in the default audio track (manually inspected to verify) For the video content in the single journal on the site containing videos, Manual testing was conducted to verify whether or not information was conveyed visually that was not also available on the audio track (a listing of the specific results is available on request). As most of the videos available are either interviews or

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>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 in cases where there 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.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.12 (Web) ● 10.2.12 (non-web document) ● 11.2.1.12 (Software) ● 11.2.2.12 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The JSTOR interface meets contrast guidelines, verified through the use of the WAVE tool, as well as the aXe extension. However there are some notable exceptions where contrast minimums are not met:</p> <p>As mentioned in section 1.4.1, a dark teal/light teal contrast color is used throughout the website to indicate focus and the ability to move to action. The contrast between the colors is 1.28:1 which fails A and AA guidelines. When dark teal buttons (i.e. find your institution, update your profile, the magnifying glass on home page, the “search” button on Advanced Search, the page turn arrow when viewing an article) are hovered over or selected, the change in color to indicate inactive to active states does not meet contrast requirements. While hovering with a mouse, there is no additional indication, when tabbing through focus is given via browser functionality. For further examples please see 1.4.1.</p> <ul style="list-style-type: none"> ● The “Refine Results” left hand side panel does not pass the contrast minimum (the background is a grey that does not provide enough contrast with the darker grey of the text. ● The red text “Beta” on the Text Analyzer is not dark enough to pass minimum contrast levels. ● Our Zendesk chat client does not fully meet minimum contrast. The prompt for chatting “Type your message here” is a very faint grey.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.13 (Web) ● 10.2.13 (non-web document) ● 11.2.1.13 (Software) 	<p>Partially Supports</p>	<p>Pages are readable and functional when text size is doubled, verified through the use of zooming in on pages to 200% on the JSTOR site. Two exceptions were identified:</p> <ul style="list-style-type: none"> ● The Google translate widget’s functionality becomes limited when text is re-sized. For example, the larger the

<ul style="list-style-type: none"> ● 11.2.2.13 (Closed Software) ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>text is zoomed, the fewer languages can be seen in the Google widget.</p> <ul style="list-style-type: none"> ● The chat window (found on the login page, JPASS purchases page, Contact Us, etc) becomes overly large, when the text is resized, cutting off much of the window. In Chrome, once you engage chat and resize the text you are unable to exit the window.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.14 (Web) ● 10.2.14 (non-web document) ● 11.2.1.14 (Software) ● 11.2.2.14 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>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:</p> <ul style="list-style-type: none"> ● When reading content online (books, journals, pamphlets, research reports), JSTOR often supplies page scans of articles in lieu of plain text. Users are able to request fully accessible PDFs from the support team. ● On the topic pages, we sometimes pull directly from the Wikimedia Commons. Occasionally, there may be an image of text that doesn't have alt text. ● The JPASS drawing, in the JPASS downloads section of a personal account, is an image as text. ● When using the Text Analyzer on a mobile device, or on a small browser window, the "Select a File" and "Take a Picture" options are images of text with no alt text. ● Midway through the Terms and Condition page there is a tiny "Artstor" icon that says "Artstor" and has no alt text.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.24 (Web) ● 10.2.24 (non-web document) – Does not apply ● 11.2.1.24 (Software) – Does not apply ● 11.2.2.24 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p>	<p>Partially Supports</p>	<p>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 they're not an orphaned page. There is one notable exception:</p> <ul style="list-style-type: none"> ● By design, the chat widget is not available on every page of the website. It is placed on pages where users are most likely to have questions early on.

<ul style="list-style-type: none"> ● 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 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.25 (Web) ● 10.2.25 (non-web document) ● 11.2.1.25 (Software) ● 11.2.2.25 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>Manually code inspection, the WAVE tool and screenreaders, while using keyboard only tabbing of the site, were used to verify that headings were properly utilized to give appropriate structure to the pages of the JSTOR site and that labels for interactive elements and form fields were provided. However, there is one exception:</p> <ul style="list-style-type: none"> ● In the My Workspace section of JSTOR, there are 11 H1 elements on the main page, which does not allow the user a great sense of priority in this section of pages.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.26 (Web) ● 10.2.26 (non-web document) ● 11.2.1.26 (Software) ● 11.2.2.26 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	<p>It is visually apparent on the which page element has the current keyboard focus on the JSTOR site. 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. There are, however, a list of places where focus is not visible include:</p> <ul style="list-style-type: none"> ● Please see 1.4.1 for an issue with the contrasting colors of the buttons and links. what is both a focus and use of color issue. A dark teal/light teal contrast color is used throughout the website to indicate focus and the ability to move to action. This encompasses all links and some buttons. The contrast between the colors is 1.28:1 which fails A and AA guidelines. ● The indication you're on the chat widget is slight and is only indicated by a blinking cursor.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p>	Partially supports	The language of the JSTOR website, is written in English and expressed as such in the code, verified by manual inspection of

<ul style="list-style-type: none"> ● 9.2.28 (Web) ● 10.2.28 (non-web document) ● 11.2.1.28 (Software) – Does not apply ● 11.2.2.28 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		<p>the code. However, there are some issues identified when another language is used on the site:</p> <ul style="list-style-type: none"> ● The Google translate app can translate the page from English to nearly any language. However, when utilized, there is not a corresponding change of language tag. It is of note that we have hidden the widget from use by screenreaders because of this known barrier. ● When searching, if there is a non-English language title in your results, it will be read as though it is English, as an English language tag is coded on the page. If you are on a non-English speaking publisher's page this will not be indicated in the code. ● When a non-English phrase or word is used in an article, there is no code to reflect this, and the word or phrase is pronounced as if it was in English. ● Users are able to contact our support team to request that articles with non english language words, as well as abstracts from non-English language publishers be manually tagged and supplied to the user so non-English words and phrases can be correctly pronounced by the screenreader. <p>To provide additional support for some of these exceptions, users are able to contact our User Support team to request a version of the PDF that has been manually tagged to identified the non-English language part of the document.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.31 (Web) ● 10.2.31 (non-web document) – Does not apply ● 11.2.1.31 (Software) – Does not apply ● 11.2.2.31 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software 	<p>Partially Supports</p>	<p>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 the JSTOR site. However, there are a few clear exceptions to the support of this criteria:</p> <ul style="list-style-type: none"> ● On the publisher information page, when a publisher has both book and journal content, you are only able to get to the Books tab using an arrow key, not a tab key. ● On My Workspace, moving an item from one folder to another, within in the Move Selected Items modal, requires you to utilize the arrow keys to select a folder. Elsewhere are the site, navigating to an option is done by using the tab key, potentially leaving the user unaware of how to select a folder if not using a screenreader.

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.32 (Web) ● 10.2.32 (non-web document) – Does not apply ● 11.2.1.32 (Software) – Does not apply ● 11.2.2.32 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 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 	<p>Supports</p>	<p>Interactive elements on the JSTOR site, that perform the same function, are consistently identified within sets of pages on the site. This was confirmed by navigating through the site with keyboard tabbing, with a screenreader, to verify if elements ,within a set of pages, utilized the same terminology for the same functionality.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.35 (Web) ● 10.2.35 (non-web document) ● 11.2.1.35 (Software) ● 11.2.2.35 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Errors in the JSTOR interface are identified clearly and suggestions are identified for correction. This was tested by purposely creating errors on the JSTOR site to examine the messaging provided to the user to correct the error. There are a few exceptions worth noting for the support of this criteria:</p> <ul style="list-style-type: none"> ● When searching within a topic page, if the search bar is left blank, when conducting a search, there is no indication of an error is presented to the user. ● For the Participation contact form, the user is required to check a topic checkbox. When left unchecked, the error messaging that's used occurs after the "Topics" section and it is unclear 1) that an error in this section needs to be fixed and 2) how you might fix the error. ● On the Text Analyzer page, search errors (i.e.putting letters into the date range filter) are not detected. Therefore, no instructions are provided on how to fix them.

<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.36 (Web) ● 10.2.36 (non-web document) ● 11.2.1.36 (Software) ● 11.2.2.36 (Closed Software) – Does not apply ● 11.6.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Although data entered by the user is checked for input errors and the user is given an opportunity to correct those errors, there is not a mechanism to reverse accidental changes or confirming changes before they are finalized. This only occurs when a user is using a JSTOR account. Core functionality does not require the usage of this feature, with the exception the user is part of an organization that uses JSTOR account credentials to access the site (shared username and password), which does not apply to the majority of the JSTOR user base.</p>
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Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	JSTOR supports assistive technology where a visual element is provided. Images on the site have alternative text and most page scan content (the default file for reading online) is available via an automatically tagged PDF. However, there are some aspects of the site that are difficult to navigate without vision, which do not affect core functionality - please see sections 1.1.1, 1.2.3 and 2.1.1 for a list of the exceptions.

302.2 With Limited Vision	Partially Supports	The JSTOR interface does not interfere with any browser settings that function as or work with assistive technology. However, there are some aspects of the site that are difficult to navigate with limited vision, which do not affect core functionality - please see sections 1.1.1, 1.2.3 and 2.1.1 for a list of the exceptions.
302.3 Without Perception of Color	Partially Supports	Users does not need to rely on their perception of color to use the website fully. We utilize the default browser focus indicator to allow keyboard users to identify their location on the page. However there are exceptions that do not interfere with the use of core functionality. For a list of these exceptions, please see section 1.4.1.
302.4 Without Hearing	Partially Supports	Use of the JSTOR site does not depend on hearing to operate or make use of the content, with one notable exception: As a provider of third-party content, videos on jstor.org are published by a separate institution. A transcript is not provided by these institutions. These videos are a very low percentage of content available on JSTOR, encompassing a single journal. Support videos, and general how-to videos, are on YouTube, which provides automatically generated Closed Captions. Transcripts are not provided for the support videos.
302.5 With Limited Hearing	Partially Supports	Use of the JSTOR site does not depend on hearing to operate or make use of the content, with one notable exception: A small number of third-party videos are hosted on JSTOR. JSTOR does not offer a media player on its platform, however we do offer a small number of videos. Some are in MP4 format but most are linked directly to YouTube. The MP4 files are dependent on the user's own software. Although a user can control the volume on YouTube, the interface does not offer auditory controls that improve clarity or reduce background noise.

302.6 Without Speech	Not Applicable	There is no part of the JSTOR interface that requires user speech.
302.7 With Limited Manipulation	Partially Supports	JSTOR strives to ensure that all elements of the interface can be used via keyboard only. At the moment, we do not have the resources to test with certain types of assistive technology (adaptive keyboards, eye tracking software, etc). There are no aspects of the site that require fine motor control or the operation of more than one control at the same time. Please see section 2.1.1 for exceptions.
302.8 With Limited Reach and Strength	Partially Supports	JSTOR is an online interface and device agnostic. JSTOR strives to ensure that all elements of the interface can be used via the use of a keyboard. There are no aspects of the site that require fine motor control or the operation of more than one control at the same time. Please see sections 302.7 and 2.1.1 for further details and exceptions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>JSTOR strives to support users with limited language, cognitive and learning abilities in a variety of ways, as noted below:</p> <ul style="list-style-type: none"> ● The JSTOR interface does not contain fields that require timed reactions or use any graphics or tools that may distract a user (i.e. carousel graphics, blinking or flashing images, etc). ● 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 (exceptions noted above)

		<ul style="list-style-type: none"> ● 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 scholarly content easy and predictable. ● Errors on the site are clearly defined and instructions for remediation are readily provided (see above for exceptions) <p>Please see sections 1.3.1, 1.3.2, 2.4.4, 2.4.6, 3.2.2, 3.2.4, 3.3.2, 3.3.3, 4.1.2 for specific details and exceptions.</p>
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Chapter 4: Hardware

Notes: We have deleted this chapter from this report as our products are 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 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
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, screenreader and

		Care Your Eyes extension, we were unable to find any barriers that would inhibit a user's ability to turn on and off and 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, screenreader and Care Your Eyes extension, 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	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Semantic markup and labeling is used to convey information, structure and relationships for controls and elements and their roles on the site, with screenreaders and the WAVE tool being used to validate that the information about the objects on the page was available to assistive technology. Please see section 4.1.2 and 1.3.1 for exceptions.
502.3.2 Modification of Object Information	Supports	The user is able to successfully utilize 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 screenreader and keyboard only navigation was utilized to validate that the actions could be performed and understood by assistive technology. Please see section 4.1.2 for exceptions.

502.3.3 Row, Column, and Headers	Supports	Tables exist on the JSTOR pages that allow you to browse by subject, publisher or title. These tables were testing using a screenreader to read entire pages in these sections to verify that the information was contextually available to assistive technology.
502.3.4 Values	Partially 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 is also provided. Additionally, the labels for form elements are associated with their form fields. This was validated through testing with screenreaders and the WAVE tool to confirm that values were associated with their labels and ranges of values were available to assistive technology. Please see 4.1.2, 3.3.2, 2.4.6 for exceptions.
502.3.5 Modification of Values	Supports	Object values on the site are available to assistive technology (exceptions noted in the above section). The user is able to change from one selected value to other 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. Please see 2.1.1 and 3.2.2 for exceptions.
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, verified through the use of the WAVE tool and manual code inspection of form fields and page elements on the site. Please see for 1.3.1 and 3.3.2 and 3.3.3 exceptions.

502.3.7 Hierarchical Relationships	Partially Supports	Although most hierarchical relationships are clear (i.e. our dropdown menus), folders in the “My Workspace” section of the site are not labeled as such. For example, using a keyboard to navigate to a folder in the homepage section of My Workspace (where you can see a list of all your folders), the folder's name is listed by the screenreader as a link, not informing the user that it is acting as a container for other information.
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 utilizes built in browser focus indicators and cursors to allow the user to know where the focus is on the page and links and other text based objects on the page are available to assistive technology. This was validated through the use of keyboard only navigation to test for the indications of focus and location of cursor and screenreaders were used to validate that text objects were available to assistive technology. For exceptions see 2.1.1, 2.4.7.
502.3.9 Modification of Text	Partially Supports	Testing with a screenreader and keyboard only navigation was utilized to validate that text is editable on the JSTOR site. On the basis of this testing, those using assistive technology are able to create, interact with and modify content. We unable to identify barriers for this criteria, with some exceptions: please see WCAG sections 2.1.1 and 2.1.2 for details.
502.3.10 List of Actions	Partially Supports	Nearly all possible actions on the JSTOR site are programmatically determined. Testing with a screenreader and keyboard only navigation, we validated that options for performable actions could be identified by assistive technology. There are three notable exceptions:

		<ul style="list-style-type: none"> ● On the homepage, when typing a query into Basic Search, there is a search assistant that will offer different options to help narrow your search. This search assistant is completely invisible to a screenreader. ● The Google widget is also not available to screenreaders, as we do not currently have the ability to change the code of the language tag when the page is translated by the widget. ● In the global navigation menu, there is no indication that Advanced Search and Browse are expandable lists with additional options underneath them.
502.3.11 Actions on Objects	Partially Supports	Testing with a screenreader and keyboard only navigation, we validated that actions on interactive site elements could be successfully identified and performed by assistive technology. ARIA and HTML5 elements are utilized to make actions more easily performable on the site. Please see 2.1.1 for actions that are limited via keyboard (and that thereby limit assistive technology that is dependent on keyboard navigation).
502.3.12 Focus Cursor	Partially Supports	JSTOR uses the default focus indicator of whichever browser the user chooses. For example, in Chrome, the indicator is a blue outline on the element. Through testing with keyboard only navigation, we validated that it is not always visually apparent which page element has the current keyboard focus. Key barriers for cursor visibility are described in detail in section 2.4.7.
502.3.13 Modification of Focus Cursor	Partially Supports	Testing with a screenreader and keyboard only navigation, we validated that users are able to move through different elements of the pages on JSTOR,

		utilizing ARIA and HTML5 elements to ease movement between objects when necessary. However, there are some exceptions which are noted in 2.1.1 and 2.1.2.
502.3.14 Event Notification	Partially Supports	Testing with a screenreader 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, with some exceptions listed below. The Please see exceptions noted in sections: 3.3.1, 3.3.3 and 3.2.2.
502.4 Platform Accessibility Features	Not Applicable	This checkpoint 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	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The JSTOR interface does not provide any user accessibility preferences and permits user preferences to utilize platform settings like color, contrast, font type, font size, and focus cursor. Additionally, the site also inherits browsers preference set by the user. This was verified by testing with user determined platform accessibility preferences on Apple and Windows machines, as well as with browser preferences on Chrome, Safari and Firefox.

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 responsive/device agnostic.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Partially Supports	<p>JSTOR’s use of video is extremely limited and generally relegated to our support content. Our support content, and our how-to videos, are hosted on YouTube which does provide a limited level of caption control. Please see 302.4 and 302.5 for additional information.</p> <p>In addition to the support videos, only a single journal on the JSTOR platform contains video. These videos are in MP4 format, require the user to download the content to view it and, as such, do not have a specific media player tied to them. Some of the videos on this title, in addition to being downloadable, are hosted on YouTube, which provides automatically generated Closed Captions and allows the user to do the captions on and off.</p>
503.4.2 Audio Description Controls	Partially supports	As mentioned, JSTOR has a very limited amount of video content on the site. Support content, and how-to videos, are 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, Manual testing was conducted to verify whether or not information was conveyed visually that was not also available on the audio track (a listing of the specific results is available on request). As 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 in cases where there 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	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	The JSTOR platform is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The JSTOR platform is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The JSTOR platform is not an authoring tool.
504.3 Prompts	Not Applicable	The JSTOR platform is not an authoring tool.
504.4 Templates	Not Applicable	The JSTOR platform is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required

602.2 Accessibility and Compatibility Features	Partially supports	<p>We provide information about the accessibility of JSTOR on our support site at https://support.jstor.org/hc/en-us/sections/115001473128-Accessibility. The documentation includes information on what specific assistance we can provide, our accessibility statement, our ACR and roadmap and links out to the ACRs of products needed to utilize content on JSTOR. It includes information on how to zoom in on PDF content, but does not specify how to make use of additional platform/browser accessibility features on the site.</p> <p>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. This was verified by testing the use of these features from Apple and Microsoft operating systems as well as Chrome, Firefox and Safari on the pages of the site. Links to the accessibility documentation for Apple and Microsoft, as well as Chrome, Firefox and Safari are available on JSTOR’s support site.</p>
602.3 Electronic Support Documentation	Partially Supports	<p>JSTOR’s electronic support documentation includes accessibility features, such as alt text for images on the pages, language using writing for the web principles, consistent navigation and is keyboard navigable. However, there are a few exceptions:</p> <ul style="list-style-type: none"> ● The alt text for the advanced search screenshot is the file name of the image, instead of descriptive text. ● Images on the page for how to search booleans are missing an alt text element

		<ul style="list-style-type: none"> The buttons on the Support site home page do not have enough contrast for clicking purposes
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation for the JSTOR site is available online.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially supports	<p>The JSTOR site does not require any special configuration for assistive technology and can be accessed via any modern browser.</p> <p>The JSTOR 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, the historical context of accessibility guidelines, how to tag PDFs for users and an introduction to accessible design.</p> <p>Additionally, an accessibility statement and documentation on the level of JSTOR’s conformance with WCAG guidelines and Section 508 criteria is provided on our support site.</p>
603.3 Accommodation of Communication Needs	Partially supports	Support services are available to accommodate the communication needs of end-users with disabilities. Support for the JSTOR site is through available through a number of different methods including email, chat as well as 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.
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