



JSTOR Forum Accessibility Conformance Report Revised Section 508 Edition *

(Based on VPAT® Version 2.4)

Name of Product/Version: JSTOR Forum

Product Description: JSTOR Forum is a web-based tool for uploading, cataloging, and sharing digital collections.

Report Date: June 2020

Contact Information: support@ithaka.org

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

We have evaluated the JSTOR Forum interface on the basis of, and with a focus on, its core functionality. Core functionality is defined here as uploading, cataloging, and publishing digital collections to JSTOR, Artstor, DPLA, and Omeka sites via the JSTOR Forum platform.

Additional information about JSTOR Forum's accessibility is available at support.forum.jstor.org/hc/en-us/articles/360034045213-Accessibility

Evaluation Methods Used: VoiceOver, WebAIM's color contrast checker, Safari browser, Chrome browser, NoCoffee Extension, Axe Chrome extension, and Chrome DevTools

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

Applicable Standards/Guidelines

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

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

Terms

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

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

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: All meaningful images which are part of the JSTOR Forum platform are provided a text alternative. To validate support for this criterion, we evaluated the images that regularly appear throughout the Forum site (e.g. icons, logos, and UI components) and used VoiceOver to determine whether they had appropriate text alternatives.</p> <p>Authoring Tool: As an authoring platform, Forum allows users to provide text alternatives for visual content uploaded by the user, by adding data to describe the content they upload.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: As the host of third-party content, video and audio content on the JSTOR Forum platform are not provided by JSTOR Forum.</p> <p>Authoring Tool: JSTOR Forum allows users to upload audio and video with captions, and to create transcript metadata field and include a transcript in this manner. Support videos, and general how-to videos, are hosted through YouTube, which provides Closed Captions. We do not currently have transcripts available for our support content.</p>

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

<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Supports</p>	<p>Web: As the host of third-party content, video content on the JSTOR Forum platform are provided by separate institutions and individuals.</p> <p>Authoring Tool: JSTOR Forum does allow users to provide captions or subtitles for their videos with synchronized audio. These caption files can be changed or altered by the content provider at any time. Support videos, and general how-to videos, are hosted through YouTube, which provides Closed Captions.</p>
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: As the host of third-party content, video content on the JSTOR Forum platform is provided by separate institutions and individuals.</p> <p>Authoring Tool: Although audio descriptions can be added to the video content itself by the content providers, there is not a way to attach a separate file for audio descriptions or media alternatives. However, content providers can provide a transcript by creating a field for this information in the metadata record for the object. Support videos, and general how-to videos, are hosted through YouTube, which provides Closed Captions. However, we do not currently have transcripts available for our support content, and support videos do not convey content visually that is not available in the default audio track.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Page structure, as well as the relationships between objects and their corresponding context on a page, is conveyed through semantic markup on JSTOR Forum. Screen readers were utilized to validate that relationships between labels and elements on</p>

		<p>the site, as well as the structure of the page, was available to assistive technology.</p> <p>Authoring Tool: JSTOR Forum does allow content providers to create relationships between the content and information they provide by associating content with matching information, or content within the same collections. With these tools, users are able to express meaningful relationships between both content and information.</p>
<p>1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: The sequence of content does not affect its meaning, and is encoded in a logical and straightforward way where it does. Support for this criterion was validated through use of the VoiceOver screen reader, and keyboard tabbing of the pages in JSTOR Forum to identify whether the order of the page’s structured sequence created any barriers.</p> <p>Authoring Tool: As an authoring tool, JSTOR Forum allows users to organize table columns and content information to order it in a way that makes the most sense. With these tools, users are able to create useful sequential meaning in their content.</p>
<p>1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: JSTOR Forum does not provide sensory characteristics of interactive elements as part of instructions to the user. This was verified by tabbing through the interactive elements and forms on the site, with the VoiceOver screen reader enabled.</p> <p>Authoring Tool: Unless users upload content which is sensory in nature, (e.g. photos, video,</p>

		<p>audio) the content that users type or upload into JSTOR Forum is in the form of textual information, which can be accessed by assistive technologies. If users do upload sensory content, they are able to provide text alternatives using the information fields associated with the sensory content.</p>
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Textual or visual indicators are also used where color conveys information, indicates an action, prompts a response, or distinguishes a visual element in JSTOR Forum. This was validated by keyboard tabbing through the interactive elements of the site to observe focus indicators, and by observing visuals on the site in grayscale to determine if color indicated meaning.</p> <p>Authoring Tool: When users upload visual content, they must provide additional textual information. Therefore, any color-based content will be presented with additional context. However, the usefulness of this information is determined by the third-party user's decisions in what information to supply.</p>
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: There is no audio on the JSTOR Forum platform which plays automatically. This was validated by navigating to the pages where the audio and video content can be edited on JSTOR Forum.</p> <p>Authoring Tool: Users do not have the option to change whether audio automatically plays, nor can they introduce audio content which automatically plays onto the platform.</p>

<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum strives to provide full keyboard accessibility, utilizing natively accessible elements, in addition to ARIA and HTML5 landmarks and HTML tabindex attributes, 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 using the arrow keys to navigate through the site. However, there are two exceptions that are worth noting:</p> <ul style="list-style-type: none"> ● When accessing an item on the cataloguing screen, a cataloguer can open an interactive viewer in a new window which provides a larger view of the item. A keyboard user can see the larger view but cannot pan or zoom in this viewer; ● When an administrator enables “work records” functionality in JSTOR Forum, to allow details of a work to be catalogued and shared via a work record, cataloguers may open a list of existing work records in a new window using only their keyboard and tab through the list of work records. The user however cannot select the work record or create a new work record using only their keyboard. <p>Authoring Tool: JSTOR Forum users cannot allow or disallow keyboard access to their content, because users cannot contribute interactive content.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum 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</p>

<ul style="list-style-type: none"> 602.3 (Support Docs) 		<p>user to move browser focus and platform cursor from one interactive element to another, verified through testing with keyboard-only navigation of the site.</p> <p>Authoring Tool: JSTOR Forum users cannot allow or disallow keyboard access to their content, nor can they change the flow of keyboard navigation within their content, because content uploaded to Forum does not require or support these types of interactions.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p>	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Character key shortcuts are not used in JSTOR Forum.</p> <p>Authoring Tool: JSTOR Forum users cannot create character key shortcuts.</p>
<p>2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum does not set any type of time limits for users.</p> <p>Authoring Tool: Users cannot set time limits for the content that they contribute.</p>
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum was not encoded or designed with any areas utilizing blinking or scrolling information. The audio and video files on JSTOR Forum do not play automatically. This was validated by navigating to the pages for editing audio and video content on JSTOR Forum.</p> <p>Authoring Tool: JSTOR Forum does not enable users to upload automatically blinking or scrolling information. The audio and video files on JSTOR Forum do not play automatically. This</p>

		was validated by navigating to the pages for editing audio and video content on JSTOR Forum.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: The JSTOR Forum platform does not include any animated, flashing, blinking, or video content.</p> <p>Authoring Tool: Forum allows users to upload their own video content, and this content is not automatically tested for flashing. JSTOR Forum’s support pages present suggestions for users about how they may create non-flashing content, or test content for flashing.</p> <p>Our support videos do not have flashing that occurs more than three times per second. This was verified using the PEAT tool to test flashing.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised 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>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum allows users to move through navigation links and through large groups of content, to the main content of the page, without difficulty. Where repetitive navigation is present, a “skip to main content” link allows the user to circumvent the navigation. This is also true for skipping long lists of content, or long tables. Support for this was validated through tabbing through the site with keyboard only navigation.</p> <p>Authoring Tool: The content submitted through JSTOR Forum is considered main content for the page it is displayed on, and is not long-form content. Users should have no need to provide bypass blocks within their content, and Forum does not allow users to do so.</p>

<p><u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: The titles of web pages on JSTOR Forum, as displayed in the browser tab of the webpage, are meaningful and relevant to their location within the website. Support for this criterion was validated by manually checking the title of pages, modals and frames on the site.</p> <p>Authoring Tool: Within JSTOR Forum, users do not have the ability to alter page titles because the page title does not reflect any metadata of the uploaded content. Uploaded content is also displayed within other web applications, which define page titles for the uploaded content. Users do not have the ability to alter page titles either directly or indirectly.</p>
<p><u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Focus on elements on JSTOR Forum follows an order that is intuitive and logical. This was validated through navigating, with keyboard only, through the site to identify the tab order of the pages and that, if meaning was affected, the tab order was sequential.</p> <p>Authoring Tool: Users on JSTOR Forum do not have the ability to change focus order of their content, as JSTOR Forum does not support interactive content.</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum 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 screen readers to identify if the meaning of the links could be identified without visual cues, and tabbing through the site to check the name of interactive elements against their function.</p>

		<p>Authoring Tool: JSTOR Forum users contribute content to a system which already has methods of navigation. Users are unable to create or edit links in their content.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p>	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum does not use multipoint or path-based gestures for interactions. This was verified through navigating the site with only one cursor.</p> <p>Authoring Tool: JSTOR Forum does not allow users to create multipoint or path-based gestures for interactions.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p>	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: When users click, tap, or press on an interactive element, they can cancel the action by moving their cursor away from the element before finishing the click, tap, or press action. This was validated by interacting with each interactive element on the site using a single pointer.</p> <p>Authoring Tool: JSTOR Forum does not allow users to affect pointer cancellation functionality.</p>
<p>2.5.3 Label in Name (Level A 2.1 only)</p>	<p>Web: Supports</p> <p>Authoring Tools: Not Applicable</p>	<p>Web: User interface elements with text labels have an accessible name that includes the visually presented text. This was validated by navigating the website using keyboard and screen reader, and checking the labels and names.</p> <p>Authoring Tool: JSTOR Forum does not allow users to create user interface components with labels.</p>

<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p>	<p>Web: Not Applicable</p> <p>Authoring Tools: Not Applicable</p>	<p>Web: No functionality on JSTOR Forum can be operated by device or user motion.</p> <p>Authoring Tool: JSTOR Forum does not allow users to create motion actuation functionality.</p>
<p><u>3.1.1 Language of Page</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum’s language attribute reads <html lang=“en”>. Manual code inspection was performed to verify the presence of the language attribute on the pages of the JSTOR site.</p> <p>Authoring Tool: Because users are not in control of the web pages on JSTOR Forum, they are not allowed access to set or change the language of the page.</p>
<p><u>3.2.1 On Focus</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: The JSTOR Forum 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> <p>Authoring Tool: Users on JSTOR Forum do not have the ability to affect focus styling and interactions, as the platform does not support interactive content.</p>
<p><u>3.2.2 On Input</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: The JSTOR Forum interface does not automatically cause a change of context, except when a user has performed an action meant to change the context. 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</p>

		<p>such a change would take place on focus, if it did.</p> <p>Authoring Tool: Users on JSTOR Forum do not have the ability to affect user input interactions, or to include them in content, as content uploaded on JSTOR Forum does not have the ability to contain interactive content.</p>
<p><u>3.3.1 Error Identification</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum strives to make errors clear and easily correctable by providing an indication of the error and a method for its resolution to the user. The level of support for this criterion was validated by evaluating the error messages produced through purposefully creating errors, both with and without a screen reader.</p> <p>Authoring Tool: Users on JSTOR Forum do not have the ability to add, remove, or edit error messages or identifiers, because content uploaded on JSTOR Forum does not support user inputs or interactions.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum makes action and input requirements easily understandable, by providing clear labeling on forms, buttons and other interactive elements, as well as contextual instructions on forms.</p> <p>Manual code inspection was used to verify the presence of labels on elements and forms, and testing with screen readers was used to verify that visual instructions on forms were also available to assistive technology.</p> <p>Authoring Tool: Users typically upload images, videos, and audio content using JSTOR Forum.</p>

		These types of content do not include user inputs. Because of this, users do not have control over labels or instructions either on the platform or in their content.
<p><u>4.1.1 Parsing</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: 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 small number of parsing errors present, as identified with the use of w3c markup validation service. Many of these errors are already indicated in other parts of this ACR. The list of these errors is available on demand.</p> <p>Authoring Tool: Users do not create or manipulate HTML or XHTML code when they upload or import their content.</p>
<p><u>4.1.2 Name, Role, Value</u> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Elements on JSTOR Forum 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 criterion was validated through a mix of manual code inspection and tabbing through the interactive elements of the site with a screen reader.</p> <p>Authoring Tool: The content uploaded on JSTOR Forum is typically in the form of images, video files, and audio files. These types of content do not need names, roles, and values in order to be accessible. Therefore, our users do not control names, roles, and values.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum does not host or otherwise include live media.</p> <p>Authoring Tool: JSTOR Forum users cannot host or stream live media through the platform.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: As a provider of third-party content, videos on JSTOR Forum are published by separate institutions and individuals. A transcript is not provided by these third parties. Additionally, the only video content that is available to users via JSTOR Forum is the video content that their self, institution, or organization have published to the platform.</p> <p>Authoring Tool: Although users are allowed to upload video and audio content, users do not have a specific location to include a transcript with that video or audio content. However, users can create a transcript field for their content, and then provide a text alternative in this way. Additionally, users can provide informational context beyond a transcript to help viewers understand the content.</p> <p>Support videos, and general how-to videos, are hosted through YouTube, which provides Closed Captions.</p>

		Support videos do not convey content visually that is not available in the default audio track.
1.3.4 Orientation (Level AA 2.1 only)	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Content is not restricted to a single display orientation on JSTOR Forum. This was verified by testing different orientations on a mobile device.</p> <p>Authoring Tool: JSTOR Forum does not allow users to restrict the view and operation to a single display orientation.</p>
1.3.5 Identify Input Purpose (Level AA 2.1 only)	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Common user input fields are implemented so that when specific data is expected in a particular field, the field's purpose is programmatically identifiable to make completing the field easier. This was verified by reviewing inputs that request common input purposes.</p> <p>Authoring Tool: JSTOR Forum does not allow users to create input fields to collect information.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: The JSTOR Forum interface meets contrast guidelines, verified through use of the axe extension, and WebAIM's color contrast checker.</p> <p>Authoring Tool: JSTOR Forum users do not have the ability to change text colors or sizes.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Pages are readable and functional when text size is doubled, verified through the use of zooming in on pages to 200% JSTOR Forum.</p> <p>Authoring Tool: Users on JSTOR Forum do not have the ability to affect zooming or sizing of their</p>

		content. Content will be displayed at the pixel size at which it was uploaded or imported.
<p>1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: 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 platform.</p> <p>Authoring Tool: Users on JSTOR Forum can provide alternative text for images of text in multiple ways. They are also able to upload high resolution images of text to make this text more visible. However, the platform does not provide feedback on images of text. It is therefore up to the users to create accessible images on JSTOR Forum.</p> <p>The support pages for JSTOR Forum give recommendations to Forum users about how to create useful text alternatives.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p>	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Content on JSTOR Forum is present without any loss of information or functionality when vertically scrolling content at a width of 320px or horizontally scrolling content at a height of 256px. This was validated by testing different screen widths using Chrome’s mobile device emulator.</p> <p>Authoring Tool: JSTOR Forum does not allow users to determine which content or functionality displays at a different screen size.</p>

<p><u>1.4.11 Non-text Contrast (Level AA 2.1 only)</u></p>	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: User interface components and graphical elements on JSTOR Forum have at least a 3:1 contrast against the adjacent colours. This was confirmed using webaim’s WAVE tool on each page.</p> <p>Authoring Tool: JSTOR Forum users do not have the ability to change the color contrast of user interface components or graphical objects. When users upload visual content, they can upload graphical objects which may or may not have the contrast necessary for users to understand the content. As users upload visual content, they must provide additional textual information, which may convey the same information as the graphical object, so any color-based graphical objects will be presented with additional context. The usefulness of this information is determined by the third-party user’s decisions in what information to supply.</p>
<p><u>1.4.12 Text Spacing (Level AA 2.1 only)</u></p>	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: No loss of functionality occurs on JSTOR Forum when setting the text style properties to those dictated in the guideline. This was verified using a text spacing bookmarklet and visually inspecting each page.</p> <p>Authoring Tool: JSTOR Forum users do not have the ability to affect text spacing.</p>
<p><u>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</u></p>	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Content that appears on hover or focus on the Artstor platform are dismissible, hoverable, and persistent by the user. This was verified by interacting with components on the site where additional content appears on hover or keyboard focus.</p>

		Authoring Tool: JSTOR Forum users do not have the ability to add content that appears on hover or focus.
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised 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>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: JSTOR Forum is encoded to support contextual navigation to help users orient themselves. Pages on the site were checked to verify that they had navigation that would allow the user to proceed further and that they are not an orphaned page.</p> <p>Authoring Tool: Because users upload or import visual or auditory content to the site, they do not need, nor have access, to change the navigation methods of users of JSTOR Forum.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Manual code inspection, screen readers, and keyboard only navigation of the site were used to verify that headings were properly utilized to give appropriate structure to the pages on JSTOR Forum, and that labels for interactive elements and form fields were provided.</p> <p>Authoring Tool: Users on JSTOR Forum can create labels and/or titles for the content that they contribute, and it is clear that this information is used as title content. However, it is up to the user to create this information with accessibility in mind.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: It is visually apparent which page element has the current keyboard focus within JSTOR Forum. JSTOR Forum 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 Forum’s pages and modals.</p>

		<p>Authoring Tool: Users on JSTOR Forum are not allowed to manipulate, add, or remove focusable elements.</p>
<p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Not Applicable</p> <p>Authoring Tool: Partially Supports</p>	<p>Web: All language on the JSTOR Forum platform is written in English, which matches the language of the page, and therefore does not include parts of language in separate languages that need to be tagged separately. This was verified by manual inspection of the code.</p> <p>Authoring Tool: Users on JSTOR Forum can add text in other languages to the content that they contribute. However, users currently do not have a way to tag these parts of the text as a language separate from the language of the page. JSTOR Forum will also not automatically detect language changes for the users.</p>
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised 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>Web: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web: Navigation links that are repeated on web pages do not change order when navigating through the site.</p> <p>This was verified by checking the navigational elements provided on all the pages of JSTOR Forum.</p> <p>Authoring Tool: Admin users on JSTOR Forum are able to manipulate the order in which their project's fields display. However, this change will not happen unless an admin user makes the change.</p>

<p><u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised 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>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Interactive elements on JSTOR Forum 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 and with a screen reader, to verify if elements within a set of pages utilized the same terminology for the same functionality.</p> <p>Authoring Tool: Users on JSTOR Forum do not have the ability to directly create or label interactive elements, because the platform does not support interactive content.</p>
<p><u>3.3.3 Error Suggestion</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Errors in the JSTOR Forum interface are identified clearly and suggestions are identified for correction. This was tested by purposefully creating errors on JSTOR Forum to examine the messaging provided to the user to correct the error.</p> <p>Authoring Tool: Users on JSTOR Forum do not create any form of error or error messaging.</p>
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Data entered by the user is checked for input errors and the user is given an opportunity to correct those errors. Additionally, when editing or adding content on JSTOR Forum, users can re-edit this content later.</p> <p>Authoring Tool: Users on JSTOR Forum do not create error workflows for the content they submit.</p>

<p><u>4.1.3 Status Messages (Level AA 2.1 only)</u></p>	<p>Web: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Status messages on JSTOR Forum can be detected and presented to the user by assistive technologies. This was verified by reviewing status messages on the site and using VoiceOver to listen to the programmatically associated information.</p> <p>Authoring Tool: JSTOR Forum users do not have the ability to create status messages.</p>
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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	JSTOR Forum supports assistive technology where a visual element is provided. Images on the site have appropriate alternative text, and meaningful visual elements are conveyed to assistive technologies.
302.2 With Limited Vision	Supports	The JSTOR Forum interface does not interfere with any browser settings that function as or work with assistive technology. Additionally, users with limited vision should not encounter issues with color contrast, content sizing, or zoom functionality.
302.3 Without Perception of Color	Supports	Users do 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.
302.4 Without Hearing	Partially Supports	Use of the JSTOR Forum 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, the small amount of video content on JSTOR Forum is contributed by separate institutions or individuals. A transcript is not provided by these third- parties, although they do have the opportunity to add both metadata transcripts and caption files. In this way, the

		<p>accessibility of video content depends upon the awareness of the content user. Support videos, and general how-to videos, are hosted through 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>
302.5 With Limited Hearing	Partially Supports	<p>Use of the JSTOR Forum site does not depend on hearing to operate or make use of the content. However, because the content on JSTOR Forum is third-party content, the accessibility of audio and video content depends on the mindfulness of the user cataloging the content.</p> <p>Support videos, and general how-to videos, are hosted through 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>
302.6 Without Speech	Not Applicable	<p>There is no part of the JSTOR Forum interface that requires user speech.</p>
302.7 With Limited Manipulation	Supports	<p>JSTOR Forum 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.</p>
302.8 With Limited Reach and Strength	Supports	<p>JSTOR Forum is an online interface and device agnostic. JSTOR Forum strives to ensure that all elements of the interface can be used via the use</p>

		<p>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.</p>
<p>302.9 With Limited Language, Cognitive, and Learning Abilities</p>	<p>Partially Supports</p>	<p>JSTOR Forum 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 Forum 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 Forum site. ● Consistency is provided on the JSTOR Forum site via predictable navigation and meaningful semantic structure. ● JSTOR Forum does not interfere with any assistive technology that aides individuals with limited cognitive, language and learning abilities. ● JSTOR Forum access is primarily IP based for large institutions and offers browser pairing ensuring that signing in is kept to a minimum. ● The JSTOR Forum site is written in clear, simple language with the intention of making the cataloging and organization of content easy. ● Errors on the site are clearly defined and instructions for remediation are readily provided to assistive technologies.

Chapter 4: [Hardware](#)

Notes: We have deleted this section 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 2.0 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 Forum 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, screen reader, and NoCoffee 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 Forum is operating system agnostic and is not encoded to disrupt assistive technology. Validating with keyboard only use, screen reader, and WAVE 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		
502.3.1 Object Information	Supports	Semantic markup and labeling is used to convey information, structure and relationships for controls

		and elements and their roles on the site, with screen readers and the WAVE tool being used to validate that the information about the objects on the page was available to assistive technology.
502.3.2 Modification of Object Information	Supports	The user is able to successfully utilize input controls on the JSTOR Forum site to perform actions and interact with elements on the site, with their roles and input types identified and their states made available to assistive technology. Testing with a screen reader and keyboard only navigation was utilized to validate that the actions could be performed and understood by assistive technology.
502.3.3 Row, Column, and Headers	Supports	Tables exist on the JSTOR Forum pages that allow users to browse the content that has been contributed. These tables were tested using a screen reader to read entire pages in these sections to verify that the information was contextually available to assistive technology.
502.3.4 Values	Supports	Object values on the site are available to assistive technology and when a range of values are present, information about the number of options and the expandability of list or dropdown is also provided. Additionally, the labels for form elements are associated with their form fields. This was validated through testing with screen readers and the WAVE tool to confirm that values were associated with their labels and ranges of values were available to assistive technology.
502.3.5 Modification of Values	Supports	Object values on the site are available to assistive technology. The user is able to change from one selected value to another through the use of

		assistive technology, and is made aware of the results of the changes to values, as verified by the use of keyboard only navigation.
502.3.6 Label Relationships	Supports	Relationships between form fields and their labels, and interactive elements and their labels, are associated via the use of semantic markup. This was verified through the use of the WAVE tool and manual code inspection of form fields and page elements on the site.
502.3.7 Hierarchical Relationships	Supports	Hierarchical relationships (such as in navigation, tables, and forms) are made clear through the use of semantic markup, ARIA attributes, and position throughout the document. This was verified through manual code inspection and the use of a screen reader to inspect the relationships between elements and content.
502.3.8 Text	Supports	Semantic markup/html is used on the JSTOR Forum 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 screen readers were used to validate that text objects were available to assistive technology.
502.3.9 Modification of Text	Supports	Testing with a screen reader and keyboard only navigation was utilized to validate that text is editable within user inputs on the JSTOR Forum site. On the basis of this testing, those using assistive technology are able to create, interact

		with and modify content. We are unable to identify barriers for this criterion.
502.3.10 List of Actions	Supports	All actions on the JSTOR Forum site are programmatically determinable. Testing with a screen reader and keyboard only navigation, we validated that options for performable actions could be identified by assistive technology.
502.3.11 Actions on Objects	Supports	Testing with a screen reader and keyboard only navigation, we validated that actions on interactive site elements could be successfully identified and performed by assistive technology. ARIA and HTML5 elements are utilized to make actions more easily performable on the site.
502.3.12 Focus Cursor	Supports	JSTOR Forum 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 element focus is always sufficiently visible to the user.
502.3.13 Modification of Focus Cursor	Supports	Testing with a screen reader and keyboard only navigation, we validated that users are able to move through different elements of the pages on JSTOR Forum, utilizing ARIA and HTML5 elements to ease movement between objects when necessary.
502.3.14 Event Notification	Supports	Testing with a screen reader and keyboard only navigation, we verified that information about changes to objects, caused by user actions, are available to assistive technology, and that the JSTOR Forum 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.
502.4 Platform Accessibility Features	Not Applicable	This criterion applies only to platform and platform software such as operating systems. The JSTOR Forum interface is web-based and does not interfere with any user settings, especially those that function as or work with assistive technology.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The JSTOR Forum interface does not provide any user accessibility preferences and permits users to utilize platform settings like color, contrast, font type, font size, and focus cursor. Additionally, the site also inherits browser preferences 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, and Safari.
503.3 Alternative User Interfaces	Not Applicable	JSTOR Forum does not provide an alternative user interface for accessibility and instead works to make a single platform that is accessible and device agnostic.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Partially Supports	JSTOR Forum’s video player does allow users to access captions. However, because the video content hosted on JSTOR Forum is contributed by third parties, we cannot guarantee that captions will be available for all video content.

		JSTOR Forum does allow users to upload caption files with videos, and will display these captions with the video file. We also provide guidance in creating accessible video media in our support site.
503.4.2 Audio Description Controls	Partially Supports	<p>As mentioned, JSTOR Forum’s video content is provided by third parties. In our review of the video content in the test region, we did not find any videos that conveyed information visually which was not available in the audio of that video. Most of these videos were interviews or lecture material.</p> <p>However, it is possible that users could upload video content which does convey information in only a visual manner. In this case, the user does have the option to add a text alternative to the data they provide about the content describing the visual meaning conveyed. However, they do not have the opportunity to add an audio description file.</p>
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	JSTOR Forum does allow users to export tables of content into Excel files. However, when doing so, the same structure is kept, along with heading titles and row information being in the same order.
504.2.2 PDF Export	Not Applicable	JSTOR Forum does not export any content as PDF files

504.3 Prompts	Partially Supports	<p>JSTOR Forum includes methods of making uploaded content accessible, such as allowing users to add a caption file, or providing alternative text to images.</p> <p>However, a couple of exceptions to prompting accessible content stand out:</p> <ul style="list-style-type: none"> • Users are unable to add a transcript directly to audio content • Users are unable to add audio descriptions directly to video content
504.4 Templates	Not Applicable	JSTOR Forum does not provide templates to its users.

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
<u>602 Support Documentation</u>	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 Forum on our support site at https://support.forum.jstor.org/hc/en-us/articles/360034045213-Accessibility.</p> <p>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 Forum. It also includes information and links to guides for creating</p>

		<p>accessible content. This covers the following topics: including captions for audio and video, video flash rates, and creating alternative text for imagery.</p> <p>JSTOR Forum 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 and Safari on the pages of the site.</p>
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All support documentation for the JSTOR Forum 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	The JSTOR Forum site does not require any special configuration for assistive technology and can be accessed via any modern browser. Our user support team is given an accessibility overview as part of their onboarding. This covers: what accessibility means in a web context, common barriers JSTOR Forum users might encounter, an overview of accessibility guidelines, how to best assist users requesting accessibility assistance, and an introduction to accessible design. Additionally, an accessibility statement and documentation on the level of JSTOR Forum’s conformance with WCAG guidelines and Section 508 criteria is provided on our support site.
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 Forum site is available through a number of different methods including email, chat, and standard phone line. Some JSTOR Forum 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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