



## **JSTOR Accessibility Conformance Report Revised Section 508 Edition\***

**(Based on VPAT® Version 2.4)**

**Name of Product/Version:** JSTOR

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

**Report Date:** December 2022

**Contact Information:** [support@jstor.org](mailto:support@jstor.org)

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

We have evaluated the JSTOR.org interface on the basis of and with a focus on its core functionality. Core functionality is defined here as reading, downloading, browsing, and searching for content on JSTOR. We have also evaluated the [Support](#) and [About](#) pages. [Text Analyzer](#) and the [Understanding Series](#) are currently in beta and are not included in this report.

The JSTOR platform also displays user-contributed content that is freely accessible by anyone; no subscription or login is required. A companion service offered by JSTOR called [JSTOR Forum](#) allows users to publish collections of content to the JSTOR platform. These user-contributed collections may be added at any time and it is not possible for JSTOR to know what this content will be. We cannot guarantee the accessibility of this uncontrolled content. User-contributed content may be identified as being part of a “Public Collection,” “Institutional Collection,” or “Personal Collection” on the JSTOR platform.

Additional information can be found on our [Accessibility policies page](#).

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

Please note: Components from JSTOR’s design system, [Pharos](#), use shadow root DOM. These components are used to create the UI elements on JSTOR.org. Some automated testing tools cannot interpret shadow root DOM, so they may show that there are errors on the platform (such as headings not appearing or being out of order). However, we have verified through manual checks using assistive technologies that these elements are behaving in an accessible manner.

**Evaluation Methods Used:** MacOS - VoiceOver + Safari/Chrome/Firefox, Windows - NVDA & JAWS 2023 + Chromium Edge/Firefox, Color Contrast Analyzer Tool, WAVE tool, ANDI, text spacing bookmarklet, keyboard-only

### Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes ) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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.X 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.X Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.X Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)            Also applies to:            Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Most meaningful images that are part of the JSTOR interface have a text alternative. To validate support for this criterion, we evaluated the images that regularly appear throughout the site (e.g., icons, logos, and UI components) and used a screen reader to determine whether they had appropriate text alternatives.</p> <p>There are instances of icons, such as SVGs, that do not have alternative text and do not convey their purpose programmatically.</p> <p>JSTOR includes high-resolution images for education and research (ex. Arstor Collections). Many of the images are intended to create a specific sensory experience in a way that words cannot fully capture. These images are contributed to JSTOR by third parties, and the quality of the text alternatives will vary, depending on the contributing source. All images have informational text alternatives (usually a "title" and "creator" or "author") that conveys descriptive information about the image. Some images have additional descriptive text (e.g. a "description" metadata field); however, we cannot guarantee that all images have been given descriptive alt text.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The JSTOR interface itself does not have audio-only or video-only media.</p> <p>As a provider of third-party content, audio, and video content on jstor.org are published by a separate institution. If there is audio or video, often it is a media alternative for text. If it isn't a media alternative for text, alternatives for that content may be provided by the institution within the content or by linking to external content. Content with multimedia encompasses a very low percentage of content available on JSTOR.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The JSTOR interface does not have any synchronized media presentations.</p> <p>As a provider of third-party content, any audio content on jstor.org is published by a separate institution. If there is audio provided and it isn't a media alternative for text, captions may be provided by the institution. Content with multimedia encompasses a very low percentage of content available on JSTOR. The Support site has videos on how to use JSTOR. These videos are hosted through YouTube, which provides auto-generated captions.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The JSTOR interface itself does not have any synchronized media.</p> <p>As a provider of third-party content, any video content on jstor.org is published by a separate institution. JSTOR has a very limited amount of video content on the site (within a single journal</p>

Criteria	Conformance Level	Remarks and Explanations
		title). These videos may contain information transmitted visually without accompanying audio descriptions or ability to turn on or off audio descriptions. Support content is on YouTube and does not convey any information visually that is not also conveyed by the audio track of the videos.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In most cases semantic markup is used to convey information, structure, and relationships appropriately. This was validated by comparing the visual hierarchy and status of elements to their programmatic determination.</p> <p>There are instances where heading order does not match the visual hierarchy of the page or are used unnecessarily. Within the Workspace and About pages, there are unlabelled checkmark inputs and buttons that do not convey their current selected state.</p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The sequence of content on JSTOR does not affect its meaning, and is encoded in a logical and straightforward way where it does. Support for this criterion was validated through screen reader use of the pages on JSTOR to identify whether the order of the page's structured sequence caused content to be out of context.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Supports	JSTOR does not use sensory characteristics of interactive elements as part of instruction. This criteria was verified by navigating through the interactive elements and forms on the site, with a screen reader enabled.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.4.1 Use of Color</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Textual or additional visual indicators are used where color conveys information, indicates an action, prompts a response, or distinguishes a visual element.
<p><a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	When audio files are present, they do not play automatically. This was validated by navigating to the pages where the audio and video content occurs and confirming files do not automatically play.
<p><a href="#">2.1.1 Keyboard</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Support for keyboard accessibility of JSTOR was validated by keyboard-only navigation of the site. Keyboard functionality on most interactive UI elements has also been verified.</p> <p>There are instances where secondary interactive controls are not in the focus order and information cannot be reached by keyboard-only users.</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	All elements can be entered and exited via the use of a keyboard. Pages are coded to allow the user to move browser focus from one interactive element to another, verified through testing with keyboard-only navigation of the site.
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p>	Partially Supports	Keyboard shortcuts are only used in the item viewer on pages such as Journal Article detail

Criteria	Conformance Level	Remarks and Explanations
		and in the Workspace. There is no way of turning them off or remapping them. They are only activated when the user has focus within the item viewer.
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	There are no timeouts used within JSTOR. Users have the ability to control when content changes, including “automatic” rotators and change confirmation messages.
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The audio and video files do not play automatically, and there is no scrolling or blinking content within JSTOR.
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Within the third-party content, it is possible that there is content that displays flashing at higher than recommended frequencies. To avoid seizure, users with photosensitivity should contact JSTOR support for more information prior to viewing videos.
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	JSTOR allows users to move through navigation links and through large groups of content to the main content of the page without difficulty. Where repetitive navigation is present, a “skip to main content” link allows the user to circumvent the navigation. This is also true for skipping long lists of content, search filters, and long tables.



Criteria	Conformance Level	Remarks and Explanations
		Support for this was validated by tabbing through the site with keyboard-only navigation.
<p><a href="#">2.4.2 Page Titled</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The titles of web pages on the JSTOR interface are meaningful and clear. Support for this criteria was validated by manually checking the title of pages, modals, and frames on the site.
<p><a href="#">2.4.3 Focus Order</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Focus follows an order that is intuitive and logical. When using keyboard-only navigation, if there is a meaningful sequence to the focus order, it is preserved.</p> <p>There are some instances of duplicate links that go to the same destination and focus becoming lost after interacting with page controls requiring users to have to navigate back to the previous location.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Links have calculated names that are meaningful and allow the user to discern their function within the context of the current page. Support for this was validated by navigating through the site while using a screen reader to identify if the meaning of the links could be identified within its context on the page.
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)</p>	Supports	No functionality requires multipoint or path-based gestures on the site. This was verified through navigating the site with only one cursor.
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)</p>	Supports	When users click, tap, or press on an interactive element, they can cancel the action by moving

Criteria	Conformance Level	Remarks and Explanations
		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.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	Supports	User interface elements that have labels with text have a name that contains the text that is presented visually. This was validated by reviewing the calculated names of interactive elements that have a visual label.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not Applicable	No functionality on JSTOR can be operated by device or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Each page within JSTOR has the language attribute set to lang="en". Manual code inspection was performed to verify the presence of the language attribute on the pages of the JSTOR site.
<a href="#">3.2.1 On Focus</a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The JSTOR interface does not trigger changes when elements of the page receive focus. The level of support for this was validated by navigating with keyboard-only through the site to identify if any changes occurred when an interactive control received focus.
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	The JSTOR interface does not automatically cause a change of context on input. The interface changes only when a user has performed an action meant to change the context. Testing for this was performed by navigating with keyboard-only and activating

Criteria	Conformance Level	Remarks and Explanations
		<p>input fields to assess if there is a context change.</p> <p>There is a known instance on the Advanced Search &gt; Image tab where activating “Add Row” causes the form to submit and users are taken to the Search Results page and are unable to add additional filters to search.</p>
<p><b><a href="#">3.3.1 Error Identification</a></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	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 criterion was validated by evaluating the error messages produced through purposefully creating errors, both with and without a screen reader.</p> <p>There are instances where form fields are not programmatically associated with the visual error message. These messages are inline with the fields and could be found within context.</p>
<p><b><a href="#">3.3.2 Labels or Instructions</a></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<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 was used to verify the presence of labels on elements and forms. Testing with screen readers was used to verify that visual instructions on forms were also available to assistive technology.</p>

Criteria	Conformance Level	Remarks and Explanations
		There are instances where secondary controls don't have an accessible name, for example, tooltip controls that use SVG icons do not have a clear label or calculated name.
<p><b>4.1.1 Parsing</b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	We strive to avoid significant HTML/XHTML validation/parsing errors. Though they do not interfere with the core functionality of the site, there are a few parsing errors present, as identified with the use of w3c markup validation service. Many of the errors are already indicated in other parts of this document.
<p><b>4.1.2 Name, Role, Value</b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Where appropriate, elements on JSTOR are encoded with a name, role, and value that give the user an indication of their function, as well as any additional options provided by them. Support for this criterion was validated through a mix of manual code inspection and evaluating the interactive elements of the site with a screen reader.</p> <p>There are instances where there are interactive controls that do not have calculated names, or have their current state conveyed only through color and not programmatically.</p>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	JSTOR does not host any live media content.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The JSTOR interface itself does not have any synchronized media.</p> <p>As a provider of third-party content, any video content on jstor.org is published by a separate institution. JSTOR has a very limited amount of video content on the site (it is within a single journal title). These videos may contain information transmitted visually without accompanying audio descriptions or ability to turn on or off audio descriptions. Support content is on YouTube and does not convey any information visually that is not also conveyed by the audio track of the videos.</p>
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only)</p>	Supports	Content is not restricted to a single display orientation on JSTOR. This was verified by testing different orientations on a mobile device.
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only)</p>	Partially Supports	Common user input fields are not implemented in a way so that when specific data is expected in a particular field, the field's purpose is programmatically identifiable to make completing the field easier. The input fields in some cases do use the type attribute appropriately, however do not use the autocomplete attribute.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The JSTOR interface meets contrast guidelines, verified through use of WebAIM's color contrast checker.</p> <p>There are known instances of text with low color contrast against its background on Advanced Search and on About home page.</p>
<p><b>1.4.4 Resize text</b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Pages are readable and functional when text size is resized. This was tested by using the browsers zoom functionality to zoom in to 200%.
<p><b>1.4.5 Images of Text</b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>On the JSTOR interface, 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.</p> <p>For some images of text on JSTOR, the depiction of the text in its original format (as an image) may be essential to what is being conveyed about the item itself (e.g. 14th-century illuminated manuscript). These images of text are contributed to the JSTOR by third parties, and some of these images have a text alternative that is displayed alongside the image itself. If an image of text is published to JSTOR, a text alternative may be provided by the contributing party and will be available on the JSTOR interface.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>When reading content online (books, journals, pamphlets, research reports), JSTOR often supplies page scans of articles and image-based PDFs. We have made every effort to ensure that all these files are accessible by tagging them using an automated process. While this method is not exact, it dramatically increases the accessibility of the files as compared to an untagged version. In the event that this process is not sufficient for use, users are able to request manually tagged PDFs from the support team. Turnaround time for requests is three days.</p>
<p><a href="#">1.4.10 Reflow (Level AA 2.1 only)</a></p>	<p>Partially Supports</p>	<p>Content on JSTOR is present without any loss of information or functionality when vertically scrolling content at a width of 320px or horizontally scrolling content at a height of 256px. This was validated by testing different screen widths using Chrome's mobile device emulator.</p> <p>There are some instances of content that are cut off or require the user to scroll in two dimensions to perceive content.</p>
<p><a href="#">1.4.11 Non-text Contrast (Level AA 2.1 only)</a></p>	<p>Supports</p>	<p>User interface components and graphical elements on JSTOR have at least a 3:1 contrast against the adjacent colors. This was confirmed using the Color Contrast Analyzer tool.</p>
<p><a href="#">1.4.12 Text Spacing (Level AA 2.1 only)</a></p>	<p>Partially Supports</p>	<p>In most cases, there was no loss of functionality on JSTOR when setting the text style properties to those dictated in the guideline. This was</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>verified using a text-spacing bookmarklet and visually inspecting each page.</p> <p>There was one instance on the About home page where content did overlap and get cut off while setting the text styles.</p>
<p><a href="#">1.4.13 Content on Hover or Focus (Level AA 2.1 only)</a></p>	Partially Supports	<p>Most content that appears on hover or focus on JSTOR are dismissible, hoverable, and persistent by the user. This was verified by interacting with components on the site where additional content appears on hover or keyboard focus.</p> <p>There was one instance on the Advanced Search page where a tooltip control is unable to be dismissed with a keyboard.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Partially Supports	<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 that users don't land on an orphaned page. There is more than one way to locate every page on the site except for:</p> <ul style="list-style-type: none"> <li>● Subject pages can only be navigated to from the Browse by subject page</li> <li>● Contact us - Students</li> </ul>
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>Manual code inspection, WebAim's WAVE tool, use of a screen reader, and keyboard-only navigation of the site were used to verify that headings were properly utilized to give appropriate structure to the pages on JSTOR, and</p>



Criteria	Conformance Level	Remarks and Explanations
		that labels for interactive elements and form fields were provided.
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	It is visually apparent which page element has the current keyboard focus on JSTOR. JSTOR utilizes the browser-provided focus indicator to allow the user to understand current page focus. This was validated by testing with keyboard-only navigation on JSTOR's pages and modals.
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The language of the JSTOR website is written in English and expressed as such in the code, verified by manual inspection of the code.</p> <p>If there is non-English text, it will be read as though it is English because an English language tag is coded on each page and there is no code reflecting parts as non-English text when present.</p> <p>The Google Translate app is available on all pages and can translate the page from English to nearly any language. When utilized, some elements of the page are read in the translated language.</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Navigation links that are repeated on web pages do not change order when navigating through the site. This was verified by checking the navigational elements provided on all the pages of JSTOR.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Interactive elements on JSTOR that perform the same function are consistently identified within sets of pages on the site. This was verified by navigating through the site using keyboard and screen reader.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	Errors in the JSTOR interface are identified clearly and suggestions are identified for correction. This was tested by purposefully creating errors to examine the messaging provided to the user to correct the error.
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Data entered by the user is checked for input errors and the user is given an opportunity to correct those errors. When a user is purchasing an article, issue, or JPASS plan, they will be redirected to PayPal and then brought back to the JSTOR site, where they will receive a final confirmation before submitting a purchase.</p> <p>When creating a JSTOR account, a user can review the registration form on the page and there is an explicit checkbox to agree to the Terms, but there is no additional step to review and correct answers before submitting. Core functionality does not require a user to create an account.</p>
<p><b><u>4.1.3 Status Messages (Level AA 2.1 only)</u></b></p>	Partially Supports	Most status messages on JSTOR can be detected and presented to the user by assistive

Criteria	Conformance Level	Remarks and Explanations
		<p>technologies. This was verified by reviewing status messages on the site and using VoiceOver to listen to the programmatically associated information.</p> <p>There are instances on the Search Results and Workspace pages where interaction with the checkbox fields change the context of the page but do not announce this change programmatically.</p>

## Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	<p>JSTOR uses standard HTML and WAI-ARIA attributes to describe and operate the user interface elements to assistive technologies. Images that are part of the JSTOR interface have a text alternative and most page scan content is available via an automatically tagged PDF. Users can request a manually tagged PDF from the support team if the automatically tagged PDF is not sufficient.</p> <p>JSTOR also contains high-resolution images for education and research contributed by third parties. Many of the images depict art,</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>architecture, and the natural sciences, and are intended to create a specific sensory experience in a way that words cannot fully capture. The quality of the text alternatives will vary, depending on the contributing source. All images have informational text alternatives (usually, a "title" and "creator") that conveys descriptive information about the image. Some images have additional descriptive text (e.g. a "description" metadata field); however, we cannot guarantee that all images have been given descriptive alt text.</p> <p>As a provider of third-party content, any video content on jstor.org is published by a separate institution. JSTOR has a very limited amount of video content on the site (within a single journal title). These videos may contain information transmitted visually without accompanying audio descriptions or ability to turn audio descriptions on or off.</p>
302.2 With Limited Vision	Supports	The JSTOR interface does not interfere with any browser settings that adjust color contrast, content size, or zoom functionality.
302.3 Without Perception of Color	Supports	<p>Users do not need to rely on their perception of color to use the JSTOR interface. We utilize the default browser focus indicator to allow persons using a keyboard to identify their location on the page.</p> <p>Please see WCAG 1.4.1 for any additional remarks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Partially Supports	<p>The JSTOR interface itself does not depend on hearing.</p> <p>JSTOR may contain media content that requires user hearing to comprehend. As a provider of third-party content, any audio or video content on jstor.org is published by a separate institution. JSTOR has a very limited amount of audio and video content on the site. These may contain information transmitted visually without accompanying transcripts, captions, audio descriptions, or ability to turn on or off audio descriptions. Captions or transcripts may be provided and would be linked or listed in the descriptive metadata, where available. Support content is on YouTube and does not convey any information visually that is not also conveyed by the audio track of the videos.</p>
302.5 With Limited Hearing	Partially Supports	<p>Use of the JSTOR interface does not depend on hearing to operate or make use of the content.</p> <p>JSTOR may contain media content that requires user hearing to comprehend. As a provider of third-party content, any audio or video content on jstor.org is published by a separate institution. Alternatives such as captions or transcripts may be provided by the institution within the content or by linking to external content. Content with multimedia encompasses a very low percentage of content available on JSTOR. The Support site has videos on how to use JSTOR. These videos are hosted through YouTube, which provides auto-generated captions.</p>

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Not Applicable	No part of the JSTOR interface requires user speech.
302.7 With Limited Manipulation	Supports	JSTOR supports standard input mechanisms such as keyboards and pointing devices. There are no aspects of the site that require fine motor control or the operation of more than one control at the same time.
302.8 With Limited Reach and Strength	Supports	JSTOR is an online interface and device agnostic. JSTOR strives to ensure that all elements of the interface can be accessed via the use of a keyboard. The site is operable with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>JSTOR strives to support users with limited language, cognitive, and learning abilities in a variety of ways:</p> <ul style="list-style-type: none"> <li>● The interface does not contain fields that require timed reactions or any graphics or tools that may distract a user.</li> <li>● There are no complex, multi-stage processes inherent in the core functionality of the JSTOR site.</li> <li>● Consistency is provided on the JSTOR site via predictable navigation and meaningful semantic structure.</li> <li>● JSTOR does not interfere with any assistive technology that aids individuals with limited cognitive, language, and learning abilities.</li> <li>● JSTOR access is primarily IP-based for large institutions and offers browser pairing, ensuring that signing in is kept to a minimum.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• The JSTOR site is written in clear, simple language with the intention of making the discovery of content easy and predictable.</li> <li>• Errors on the site are clearly defined and instructions for remediation are readily provided.</li> </ul>

## Chapter 4: [Hardware](#)

Notes: We have deleted this section as JSTOR is an online web platform.

## Chapter 5: [Software](#)

Notes: We have deleted this section as JSTOR is an online web platform.

## Chapter 6: [Support Documentation and Services](#)

Notes: We have deleted this section as JSTOR is an online web platform

## Legal Disclaimer

The information above describes the named product's ability to support the applicable Standards and Guidelines, subject to JSTOR's interpretation of those standards and the remarks in this document. This document addresses the named product only, as of the report date. For more information regarding the accessibility status of this product or other JSTOR products, please contact [support@jstor.org](mailto:support@jstor.org).

This document is provided for information purposes only and the contents are subject to change without notice. JSTOR disclaims any liability with respect to this document and no contractual obligations are formed either directly or indirectly by this document. If use of the named product is subject to a license agreement, the terms and conditions of the product's license agreement remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.