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 2023

Contact Information: 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 consuming, 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
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.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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	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. JSTOR includes high-resolution images for education and research (ex. Artstor 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.
1.2.1 Audio-only and Video-only (Pre-recorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software)	Partially Supports	The JSTOR interface itself does not have audio-only or video-only media. As a provider of third-party content, audio, and video content on jstor.org are published by

Criteria	Conformance Level	Remarks and Explanations
● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		participating institutions. Alternatives for this content may be provided by the institution within the content or by linking to external content. Audio that was provided without transcripts by a contributor has been processed and machine generated transcripts have been included on the same page.
1.2.2 Captions (Pre-recorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The JSTOR interface does not have any synchronized media presentations. As a provider of third-party content, any audio content on jstor.org is published by participating institutions. If there are no captions provided by the contribution, machine generated captions are created and provided along with the media content. The Support site has videos on how to use JSTOR. These videos are hosted through YouTube, which provides auto-generated captions.
1.2.3 Audio Description or Media Alternative (Pre-recorded) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The JSTOR interface itself does not have any synchronized media. As a provider of third-party content, any video content on jstor.org is published by participating institutions. These videos may contain information transmitted visually without accompanying audio descriptions or ability to turn on or off audio descriptions. The video content for the Support site has content hosted on YouTube and does not convey any information visually that is not also conveyed by the audio track of the videos.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	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. There are instances where heading order does not match the visual hierarchy of the page or are used unnecessarily. On the Search Results page, there is a grouping of input fields that are introduced by a heading but is not programmatically associated with that group label. Users are able to understand the structure within the surrounding context.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	JSTOR does not use sensory characteristics of interactive elements as part of instruction. This criterion was verified by navigating through the interactive elements and forms on the site, with a screen reader enabled.
1.4.1 Use of Color (Level A) Also applies to:	Supports	Textual or additional visual indicators are used where color conveys information, indicates an

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		action, prompts a response, or distinguishes a visual element.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Support for keyboard accessibility of JSTOR was validated by keyboard-only navigation of the site. Keyboard functionality on all interactive UI elements has also been verified.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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.
2.1.4 Character Key Shortcuts (Level A)	Partially Supports	Keyboard shortcuts are only used in the item viewer on pages such as Journal Article detail 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.
2.2.1 Timing Adjustable (Level A) Also applies to:	Supports	There are no timeouts used within JSTOR. Users can control when content changes, including

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Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		"automatic" rotators and change confirmation messages.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The audio and video files do not play automatically, and there is no scrolling or blinking content within JSTOR.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 ● 504.2 (Authoring Tool)	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. Support for this was validated by tabbing through the site with keyboard-only navigation.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Supports	The titles of web pages on the JSTOR interface are meaningful and clear. Support for this criterion was validated by manually checking the title of pages, modals, and frames on the site.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	Keyboard focus follows an intuitive and logical order. Meaningful sequence of focus order is preserved when using keyboard-only navigation.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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.
2.5.1 Pointer Gestures (Level A)	Supports	No functionality requires multipoint or path-based gestures on the site. This was verified through navigating the site with only one cursor.
2.5.2 Pointer Cancellation (Level A)	Supports	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.
2.5.3 Label in Name (Level A)	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.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A)	Not Applicable	Motion is not required for any functionality on JSTOR.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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 input fields to assess if there is a context change.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	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.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	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.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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. If they cause a user impact, those errors are indicated in other parts of this document.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	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. There are known issues such as: - Instances of icon buttons that do not have calculated names, ex Save to Workspace. - The Search form that appears on the homepage and in the header on subsequent pages acts as a combobox

Criteria	Conformance Level	Remarks and Explanations
		with a list popup, this role is not conveyed correctly. - Use of ARIA on custom web components not being parsed correctly, resulting in specific state information not being conveyed correctly. These issues are being tracked in the development of our design system, Pharos, and can be found here (GitHub #642).

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Not Applicable	JSTOR does not host any live media content.
1.2.5 Audio Description (Pre-recorded) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	The JSTOR interface itself does not have any synchronized media. As a provider of third-party content, video content on jstor.org is published by participating institutions. These videos may contain information transmitted visually without accompanying audio descriptions or ability to turn on or off audio descriptions. In some cases,

Criteria	Conformance Level	Remarks and Explanations
		a description of the video content is submitted by the participant. The video content for the Support site has content hosted on YouTube and does not convey any information visually that is not also conveyed by the audio track of the videos.
1.3.4 Orientation (Level AA)	Supports	Content is not restricted to a single display orientation on JSTOR. This was verified by testing different orientations on a mobile device.
1.3.5 Identify Input Purpose (Level AA)	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. There are input fields such as email and password that do utilize the autocomplete attribute with the appropriate values. However, there is a known issue that due to the use of custom web components and the shadow DOM users are unable to use password managers to autofill.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The JSTOR interface meets contrast guidelines, verified through use of WebAIM's color contrast checker.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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%.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Partially Supports	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. 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. 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

Criteria	Conformance Level	Remarks and Explanations
		untagged version. If 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.
1.4.10 Reflow (Level AA)	Supports	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.
1.4.11 Non-text Contrast (Level AA)	Supports	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.
1.4.12 Text Spacing (Level AA)	Supports	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 verified using a text-spacing bookmarklet and visually inspecting each page.
1.4.13 Content on Hover or Focus (Level AA)	Supports	All 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.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508	Partially Supports	JSTOR is encoded to support breadcrumb and contextual navigation to help users orient themselves. Pages on the site were checked to

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool)		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: • Subject pages can only be navigated to from the Browse by subject page • Contact us - Students
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	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 that labels for interactive elements and form fields were provided.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	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.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The language of the JSTOR website is written in English and expressed as such in the code, verified by manual inspection of the code. 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.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 ● 504.2 (Authoring Tool)	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.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 ● 504.2 (Authoring Tool)	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.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	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.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	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.
4.1.3 Status Messages (Level AA)	Partially Supports	Most status messages on JSTOR 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.

Criteria	Conformance Level	Remarks and Explanations
		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. The Search form that appears on the homepage and in the header on subsequent pages has dynamic content that appears as a user enters content that is not announced programmatically.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	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. PDFs provided by publishers are provided as-is without any additional tagging. Some of these documents may not be properly tagged for use by screen readers. Content provided through our Shared Collections service uses Optical Character Recognition (OCR) to provide machine

Criteria	Conformance Level	Remarks and Explanations
		readable text. This content is unstructured, and images do not have alternative text. Users can request a manually tagged PDF from the support team if the automatically tagged PDF is not sufficient. JSTOR also contains high-resolution images for education and research contributed by third parties. Many of the images depict art, 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. As a provider of third-party content, any video content on jstor.org is published by participating institutions. These videos may contain information transmitted visually without accompanying audio descriptions or ability to turn audio descriptions on or off.
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.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	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. Please see WCAG 1.4.1 for any additional remarks.
302.4 Without Hearing	Partially Supports	The JSTOR interface itself does not depend on hearing. 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.
302.5 With Limited Hearing	Partially Supports	Use of the JSTOR interface does not depend on hearing to operate or make use of the content. JSTOR may contain media content that requires user hearing to comprehend. As a provider of third-party content, any audio or video content on

Criteria	Conformance Level	Remarks and Explanations
		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.
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	JSTOR strives to support users with limited language, cognitive, and learning abilities in a variety of ways: ● The interface does not contain fields that require timed reactions or any graphics or tools that may distract a user. ● There are no complex, multi-stage processes inherent in the core functionality of the JSTOR site.

Criteria	Conformance Level	Remarks and Explanations
		• Consistency is provided on the JSTOR site via predictable navigation and meaningful semantic structure. • JSTOR does not interfere with any assistive technology that aids individuals with limited cognitive, language, and learning abilities. • JSTOR access is primarily IP-based for large institutions and offers browser pairing, ensuring that signing in is kept to a minimum. • The JSTOR site is written in clear, simple language with the intention of making the discovery of content easy and predictable. • Errors on the site are clearly defined and instructions for remediation are readily provided.

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