JSTOR Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: JSTOR

Report Date: September 2024

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

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 platform 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 not included in this report.

On the JSTOR platform, there are many types of scholarly content (collectively referred to as "Content") that is made available:

- "JSTOR Collection" includes Books, JSTOR Archive Collections Content and Primary Source Materials.
- "Open JSTOR Collection" includes Early Journal Content, Open Access Content, and Reveal Digital Content.
- "Artstor Content" includes Artstor Collection and Open Artstor Collection.
- "Shared Collection" includes user-contributed content including images, videos, audio files, texts, cataloging information, and graphics.

The "Shared Collection" contains 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 and is not included in this report.

Additional information can be found on our Accessibility policies page.

Please note: Components from JSTOR's design system, Pharos, use custom web components that utilize the shadow root DOM. These components are used to create the UI elements on JSTOR.org. Some automated testing tools currently 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)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web and Sections 10.1-10.4 of Chapter 10 - Non-Web documents
- Revised Section 508: Chapter 5 – 501.1 Scope.

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 2.0 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:
    EN 301 549 Criteria
        ● 9.1.1.1 (Web)
        ● 10.1.1.1 (Non-web document)
    Revised Section 508
        ● 501 (Web)
	Web: Supports
	JSTOR Collection: Partially Supports
	Open JSTOR Collection: Partially Supports
	Artstor Content: Partially Supports
		Web: All meaningful images that are part of the JSTOR platform 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.
		
		Content: The JSTOR platform hosts high-resolution images for education and research (ex. Artstor Collections). 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 (Prerecorded) (Level A)
    Also applies to:
    EN 301 549 Criteria
        ● 9.1.2.1 (Web)
        ● 10.1.2.1 (Non-web document)
    Revised Section 508
        ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Partially Supports
		Web: The JSTOR interface itself does not have audio-only or video-only media.
		
		Content: As a provider of third-party content, audio, and video content on jstor.org are published by 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 (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.2.2 (Web)
    ● 10.1.2.2 (Non-web document)
Revised Section 508
    ● 501 (Web)
	Web: Not Applicable
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Partially Supports
		Web: The JSTOR interface does not have any synchronized media presentations.
		
		Content: 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 (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.2.3 (Web)
    ● 10.1.2.3 (Non-web document)
Revised Section 508
    ● 501 (Web)
	Web: Not Applicable
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Does Not Support
		Web: The JSTOR interface itself does not have any synchronized media. 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.
		
		Content: 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 platform currently does not have a way to add additional audio tracks or captions files.

1.3.1 Info and Relationships (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.1.3.1 (Web)
    ● 10.1.3.1 (Non-web document)
Revised Section 508
    ● 501 (Web)
	Web: Partially Supports
	JSTOR Collection: Partially Supports
	Open JSTOR Collection: Partially Supports
	Artstor Content: Partially Supports
		Web: 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 can understand the structure within the surrounding context. Content: Content added by participants to our collections may be tagged appropriately to indicate such things as heading level, lists, and tables.

1.3.2 Meaningful Sequence (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.3.2 (Web)
   • 10.1.3.2 (Non-web document)
Revised Section 508
   • 501 (Web
	Web: Supports
	JSTOR Collection: Supports
	Open JSTOR Collection: Supports
	Artstor Content: 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:
EN 301 549 Criteria
   • 9.1.3.3 (Web)
   • 10.1.3.3 (Non-web document)
Revised Section 508
   • 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
EN 301 549 Criteria
   • 9.1.4.1 (Web)
   • 10.1.4.1 (Non-web document)
Revised Section 508
   • 501 (Web)
	Web: Supports
	JSTOR Collection: Partially Supports
	Open JSTOR Collection: Partially Supports
	Artstor Content: Partially Supports
		Web: Textual or additional visual indicators are used where color conveys information, indicates an action, prompts a response, or distinguishes a visual element.
		
		Content: Within the collections there may be content that uses color to convey meaning without textual equivalents.

1.4.2 Audio Control (Level A) Also applies to:	Web: Supports JSTOR Collection: Not Applicable	When audio files are present, they do not play automatically. This was validated by navigating to

EN 301 549 Criteria
   ● 9.1.4.2 (Web)
   ● 10.1.4.2 (Non-web document)
Revised Section 508
   ● 501 (Web)
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
EN 301 549 Criteria
   ● 9.2.1.1 (Web)
   ● 10.2.1.1 (Non-web document)
Revised Section 508
   ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
EN 301 549 Criteria
   ● 9.2.1.2 (Web)
   ● 10.2.1.2 (Non-web document)
Revised Section 508
   ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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 2.1 and 2.2)
   Also applies to:
EN 301 549 Criteria
   ● 9.2.1.4 (Web)
   ● 10.2.1.4 (Non-web document)
Revised Section 508 – Does not apply
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
EN 301 549 Criteria
   ● 9.2.2.1 (Web)
   ● 10.2.2.1 (Non-web document)
Revised Section 508
   ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		There are no timeouts used within JSTOR. Users can control when content changes, including "automatic" rotators and change confirmation messages.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.2.2.2 (Web)
   ● 10.2.2.2 (Non-web document)
Revised Section 508
   ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
EN 301 549 Criteria
   ● 9.2.3.1 (Web)
   ● 10.2.3.1 (Non-web document)
Revised Section 508
   ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Partially Supports
		Web: The JSTOR platform itself does not contain any flashing content.
		
		Content: 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. Content being added to the platform should follow our submission accessibility guidelines regarding photosensitivity.

2.4.1 Bypass Blocks (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.2.4.1 (Web)
Revised Section 508
   ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
EN 301 549 Criteria
   ● 9.2.4.2 (Web)
   ● 10.2.4.2 (Non-web document)
Revised Section 508
	Web: Supports
	JSTOR Collection: Partially Supports
	Open JSTOR Collection: Supports
	Artstor Content: Not Applicable
		Web: 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.

● 501 (Web)		Content: Journal content that is part of the JSTOR and Open JSTOR Collection has its title properly set. Book content received by publishers may or may not have the title property set appropriately and may only refer to the title as part of the filename.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) Revised Section 508 ● 501 (Web)	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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: EN 301 549 Criteria ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) Revised Section 508 ● 501 (Web)	Web: Supports JSTOR Collection: Partially Supports Open JSTOR Collection: Partially Supports Artstor Content: Partially Supports	Web: 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. Content: PDF content within the collections may or may not have link text that describes its purpose appropriately.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) Revised Section 508 – Does not apply	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable	When users click, tap, or press on an interactive element, they can cancel the action by moving their cursor away from the element before

● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) Revised Section 508 – Does not apply	Artstor Content: Not Applicable	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 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) Revised Section 508 – Does not apply	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) Revised Section 508 – Does not apply	Web: Not Applicable JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	Motion is not required for any functionality on JSTOR.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) Revised Section 508 ● 501 (Web)	Web: Supports JSTOR Collection: Partially Supports Open JSTOR Collection: Partially Supports Artstor Content: Partially Supports	Web: 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. Content: User contributed PDF content may not have its language set appropriately.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria ● 9.3.2.1 (Web) ● 10.3.2.1 (Non-web document) Revised Section 508 ● 501 (Web)	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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: EN 301 549 Criteria ● 9.3.2.2 (Web)	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Each page of JSTOR has a footer with navigation links to our Support pages where users can contact us for help.

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.3.3.1 (Web)
   ● 10.3.3.1 (Non-web document)
Revised Section 508
   ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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.

3.3.2 Labels or Instructions (Level A)
Also applies to:
EN 301 549 Criteria
   ● 9.3.3.2 (Web)
   ● 10.3.3.2 (Non-web document)
Revised Section 508
   ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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.

3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	The JSTOR interface does not require users to input information that was previously entered in the same workflow or process.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports'	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.

WCAG 2.2 (obsolete and removed) - Does not apply
EN 301 549 Criteria
    ● 9.4.1.1 (Web)
    ● 10.4.1.1 (Non-web document)
Revised Section 508
    ● 501 (Web)		

4.1.2 Name, Role, Value (Level A)
Also applies to:
EN 301 549 Criteria
    ● 9.4.1.2 (Web)
    ● 10.4.1.2 (Non-web document)
Revised Section 508
    ● 501 (Web)
	Web: Partially Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
		  - The Search form that appears on the homepage and in the header on subsequent pages acts as a combobox with a list popup, this role and association is not conveyed correctly.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) Revised Section 508 • 501 (Web)	Web: Not Applicable JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	JSTOR does not host any live media content
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) Revised Section 508 • 501 (Web)	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Partially Supports	Web: The JSTOR interface itself does not have any synchronized media. 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. Content: 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, a description of the video content is submitted by the participant.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) Revised Section 508 – Does not apply	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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 2.1 and 2.2)
 	
Also applies to:
EN 301 549 Criteria
    ● 9.1.3.5 (Web)
    ● 10.1.3.5 (Non-web document)
Revised Section 508 – Does not apply
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		Common user input fields are 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 some instances where password managers have issues successfully identifying and auto completing the field. This is due to the web components used with Pharos and efforts are underway to find workarounds.
		
		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:
EN 301 549 Criteria
    ● 9.1.4.3 (Web)
    ● 10.1.4.3 (Non-web document)
Revised Section 508
    ● 501 (Web)
	Web: Supports
	JSTOR Collection: Partially Supports
	Open JSTOR Collection: Partially Supports
	Artstor Content: Partially Supports
		Web: The JSTOR interface meets contrast guidelines, verified through use of WebAIM's color contrast checker.
		
		Content: There may be some documents that do not meet the appropriate color contrast ratio for text color against its background.

1.4.4 Resize text (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.4 (Web)
    ● 10.1.4.4 (Non-web document)
Revised Section 508
    ● 501 (Web)
	Web: Supports
	JSTOR Collection: Does Not Support
	Open JSTOR Collection: Does Not Support
	Artstor Content: Does Not Support
		Web: Pages are readable and functional when text size is resized. This was tested by using the browsers zoom functionality to zoom in to 200%.
		
		Content: PDFs are not able to have their text resized, however users are able to export the text from the PDF into another format such as a Word Document to adjust the font size.

| 1.4.5 Images of Text (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.5 (Web)
    ● 10.1.4.5 (Non-web document)
Revised Section 508
    ● 501 (Web) | Web: Supports
JSTOR Collection: Partially Supports
Open JSTOR Collection: Partially Supports
Artstor Content: Partially Supports | Web: 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.

Content: 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 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 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.10 (Web)
    ● 10.1.4.10 (Non-web document)
Revised Section 508 – Does not apply
	Web: Supports
	JSTOR Collection: Does Not Support
	Open JSTOR Collection: Does Not Support
	Artstor Content: Does Not Support
		Web: The JSTOR platform is presented 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.
		
		Content: Scanned and OCR'd PDFs are not able to reflow, however users are able to export the text from the PDF into another format such as a Word Document to adjust for reflow.

1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.11 (Web)
    ● 10.1.4.11 (Non-web document)
Revised Section 508 – Does not apply
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.1.4.12 (Web)
    ● 10.1.4.12 (Non-web document)
Revised Section 508 – Does not apply
	Web: Supports
	JSTOR Collection: Does Not Support
	Open JSTOR Collection: Does Not Support
	Artstor Content: Does Not Support
		Web: 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.
		
		Content: Scanned and OCR'd PDFs are not able to change the text spacing, however users are able to export the text from the PDF into another format such as a Word Document to adjust for text spacing.

1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)
    Also applies to:
    EN 301 549 Criteria
    ● 9.1.4.13 (Web)
    ● 10.1.4.13 (Non-web document)
    Revised Section 508 – Does not apply
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
    EN 301 549 Criteria
    ● 9.2.4.5 (Web)
    Revised Section 508
    ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
		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:
    EN 301 549 Criteria
    ● 9.2.4.6 (Web)
    ● 10.2.4.6 (Non-web document)
    Revised Section 508
    ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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:
    EN 301 549 Criteria
    ● 9.2.4.7 (Web)
    ● 10.2.4.7 (Non-web document)
    Revised Section 508
    ● 501 (Web)
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		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.

2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		There are no instances where focus indication is obscured and the user is not able to reposition the content. There is a cookie banner that appears on a users first visit to the site, however it's placed as the first focusable content and is dismissible.

2.5.7 Dragging Movements (Level AA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		There is no dragging functionality that can't also be performed in some other way, such as an additional button that enables the reordering of items in a list.

2.5.8 Target Size (Minimum) (Level AA 2.2 only)
    EN 301 549 Criteria – Does not apply
    Revised Section 508 – Does not apply
	Web: Supports
	JSTOR Collection: Not Applicable
	Open JSTOR Collection: Not Applicable
	Artstor Content: Not Applicable
		This is met by ensuring that all interactive elements, such as links and buttons, have a target size of at least 24x24 pixels. This was confirmed through manual testing using a browser favlet that changes the cursor to a 24x24 pixel shape, allowing for precise overlay and measurement of interface items. Additionally, the design system, Pharos, incorporates these standards into its components, ensuring consistency and accessibility across the platform.

3.1.2 Language of Parts (Level AA)
    Also applies to:
    EN 301 549 Criteria
        ● 9.3.1.2 (Web)
        ● 10.3.1.2 (Non-web document)
    Revised Section 508
        ● 501 (Web)
	Web: Supports
	JSTOR Collection: Partially Supports
	Open JSTOR Collection: Partially Supports
	Artstor Content: 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.

3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.3 (Web) Revised Section 508 ● 501 (Web)	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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: EN 301 549 Criteria ● 9.3.2.4 (Web) Revised Section 508 ● 501 (Web)	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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: EN 301 549 Criteria ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) Revised Section 508 ● 501 (Web)	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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: EN 301 549 Criteria ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) Revised Section 508 ● 501 (Web)	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	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.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports JSTOR Collection: Not Applicable Open JSTOR Collection: Not Applicable Artstor Content: Not Applicable	There are a number of ways to authenticate on the JSTOR platform that do not require a cognitive test (ie. remembering passwords), Single Sign On with Google and Microsoft, International access methods (SAML, Proxies, IP) and have plans to experiment with a magic link via email method.

| **4.1.3 Status Messages** (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    ● 9.4.1.3 (Web)
    ● 10.4.1.3 (Non-web document)
Revised Section 508 – Does not apply | Web: Partially Supports
JSTOR Collection: Not Applicable
Open JSTOR Collection: Not Applicable
Artstor Content: Not Applicable | 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.

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. |

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	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 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,

Criteria	Conformance Level	Remarks and Explanations
		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.
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

Criteria	Conformance Level	Remarks and Explanations
		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	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	Supports	Use of the JSTOR interface does not depend on hearing to operate or make use of the content.

Criteria	Conformance Level	Remarks and Explanations
		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.
302.6 Without Speech	Not Applicable	No part of the JSTOR interface requires user speech.
302.7 With Limited Manipulation	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.
302.8 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.

Criteria	Conformance Level	Remarks and Explanations
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. ● 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

EN 301 549 Report

Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	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 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,

Criteria	Conformance Level	Remarks and Explanations
		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.
4.2.2 Usage with limited vision	Supports	The JSTOR interface does not interfere with any browser settings that adjust color contrast, content size, or zoom functionality.
4.2.3 Usage without perception of colour	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

Criteria	Conformance Level	Remarks and Explanations
		persons using a keyboard to identify their location on the page. Please see WCAG 1.4.1 for any additional remarks.
4.2.4 Usage without hearing	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.
4.2.5 Usage with limited hearing	Supports	Use of the JSTOR interface does not depend on hearing to operate or make use of the content.

Criteria	Conformance Level	Remarks and Explanations
		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.
4.2.6 Usage with no or limited vocal capability	Not Applicable	No part of the JSTOR interface requires user speech.
4.2.7 Usage with limited manipulation or strength	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.
4.2.8 Usage with limited reach	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.
4.2.9 Minimize photosensitive seizure triggers	Supports	The JSTOR platform itself does not have any content that would trigger

Criteria	Conformance Level	Remarks and Explanations
		seizures. 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.
4.2.10 Usage with limited cognition, language or learning	Supports	JSTOR support contains instructions and videos on how to use the JSTOR platform. Every effort has been made to ensure use of plain language when necessary.
4.2.11 Privacy	Supports	There are no features on the JSTOR platform that are provided for accessibility that impact a users privacy.

Chapter 5: Generic Requirements

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

Chapter 6: ICT with Two-Way Voice Communication

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

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	As a provider of third-party content, any video 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.
7.1.2 Captioning synchronization	Supports	Video content with synchronized audio hosted on JSTOR has had captions machine generated and are displayed at the relevant timestamp.
7.1.3 Preservation of captioning	Supports	Video content with synchronized audio hosted on JSTOR preserves caption data that is consistent with clauses 7.1.1 and 7.1.2.
7.1.4 Captions characteristics	Does Not Support	Video content with synchronized audio hosted on JSTOR does not allow users to adapt or change the display of captions.
7.1.5 Spoken subtitles	Does Not Support	Video content with synchronized audio hosted on JSTOR does not have

Criteria	Conformance Level	Remarks and Explanations
		a mode of operation to provide spoken output of the captions.
7.2.1 Audio description playback	Does Not Support	Video content with synchronized audio hosted on JSTOR does not currently provide a mechanism to select and play audio descriptions.
7.2.2 Audio description synchronization	Does Not Support	Video content with synchronized audio hosted on JSTOR does not currently provide a mechanism to select and play audio descriptions.
7.2.3 Preservation of audio description	Does Not Support	Video content with synchronized audio hosted on JSTOR does not currently provide a mechanism to select and play audio descriptions.
7.3 User controls for captions and audio description	Partially Supports	Video content with synchronized audio hosted on JSTOR allows users to activate captions at the same level of interaction as the primary media controls. It does not provide the ability to activate audio descriptions.

Chapter 8: Hardware

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

Chapter 9: Web

Notes: see WCAG 2.x section

Chapter [10: Non-Web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See [WCAG 2.x](#) section	See information in WCAG 2.x section
10.5 Caption positioning	Does Not Support	
10.6 Audio description timing	Does Not Support	

Chapter [11: Software](#)

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

Chapter [12: Documentation and Support Services](#)

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

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

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

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