Accessibility of PDF Forms Survey Results 2017
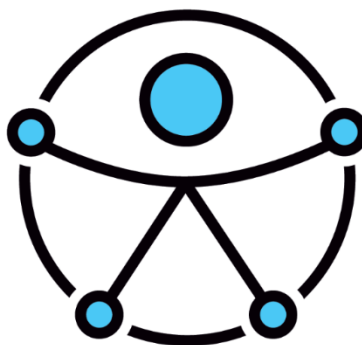
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Introduction

This survey attempts to identify end-user frustrations and successes for those of us with disabilities who have to access PDF (Portable Document Format) forms on a daily basis.

PDF was invented to have a paper equivalent in a digital form that can easily travel between computers and retains visual integrity; some support for programmatic content access was implied but not enforced (or even encouraged); but for example, extracting text (independent of overall reading order) for the purpose of indexing and searching was an important feature early on, and OCR vendors made quite a bit of revenue by turning PDFs (as much as TIFF or other formats) into indexable content.

In the early 2000's, Adobe Systems embarked on a path to ensure that PDF documents would be accessible for those of us with disabilities who were using adaptive technology such as screen readers, Text-to-Speech tools or screen magnification.

With many countries having legislation about the accessibility of "web content" including any document formats on a website, are there still frustrations and problems for those of us with disabilities in accessing PDF documents? In balance, what do end-users find is working for them, has lessened the frustration in reading PDF documents. Does the device, adaptive technology and/or PDF viewer/reader make a difference in their experience?

In this document, the term "those of us with disabilities" is used to be more inclusive.

Survey Structure

The survey is divided into two sections: administrative to gather a demographic sense of users and anecdotal based questions designed to illicit responses based on personal experience.

The survey was distributed using Survey Monkey which had previously not been accessible to those of us with disabilities. As of the time of this survey, Survey Monkey was accessible and every attempt to ensure optimal accessibility was made.

Survey Iterations

The Karlen Communications website has a page devoted to the survey ([PDF and the User Experience](http://www.karlencommunications.com/PDFsurvey.html)[1]). The page includes information on services for remediation, free validation tools and companies that have software for purchase to assist in ensuring that PDF documents are optimally accessible.

The survey will run again in May 2018 and the intent is to run the survey annually to gather changes in the levels of accessibility of PDF documents for those of us with disabilities.

The survey results are presented in this report as they are, without interpretation.

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[1] PDF and the User Experience Survey, Karlen Communications:
http://www.karlencommunications.com/PDFsurvey.html

Demographics

There were a total number of 22 completed responses to the survey.

Only completed results are identified in this report. Participants were advised that only completed surveys would be tabulated. This was done through the Karlen Communications web page for the survey as well as through the introduction page of the survey itself.

The first part of the survey asked participants to provide their names and e-mail addresses for purposes of associating a research number to their responses for collation of the survey results.

What country do you live in? (Question 3)

This question provides information on the countries of respondents so that we have a better idea of the scope and widespread use of PDF forms.

Table 1 What country do you live in? (Question 3)

Country	Respondent Count
Australia	1
Canada	2
Germany	1
India	2
New Zealand	1
Thailand	1
United States	13
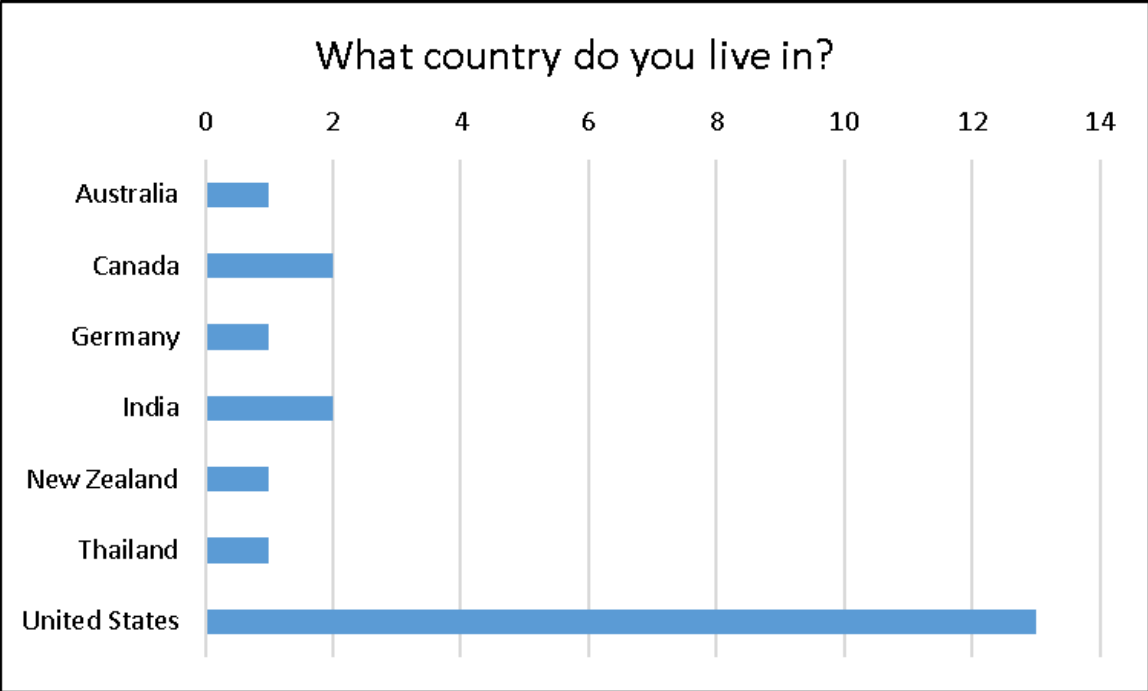
What country do you live in?

Country	Count
Australia	1
Canada	2
Germany	1
India	2
New Zealand	1
Thailand	1
United States	13

Does your country have legislation about the accessibility of documents/digital content? (Question 4)

This question identifies the prevalence of legislation and standards in various countries.

Table 2 Does your country have legislation about the accessibility of documents/digital content? (Question 4)

Answer Options	Response Percent	Response Count
Yes	0.636	14
No	0.227	5
Don't know	0.136	3

If yes, what is the legislation?

- The Americans with disabilities act

- not sure -- I just know it exists

- ADA, 508

- WCAG Guidelines, Section 508

- Web Accessibility National Transition Strategy, and now, Digital Service Standard. Also it is a requirement for all government websites (and content) to meet WCAG 2.0 Level AA standards, and the deadline was Dec 2014, and it is expected that websites should be at least AA compliant by now.

- Section 508

- People with Disabilities (PWD) Act

- US Section 508

- I had to select no because no because the united States does not have a single unified legal code. There are codes for the federal government and several state governments. There are also some industries that regulations specific to them through court action have been made accessible. There are pending nationwide rules that have been delayed two or three times so far.

- 89-522 and ADA

- Section 508 for the federal government only

- not sure

- ADA and 508

- Several Federal level. State and some city

- federal PDFs ahem to be accessible

- "Accessible India Campaign

- Rights of persons with Disabilities Act 2016"
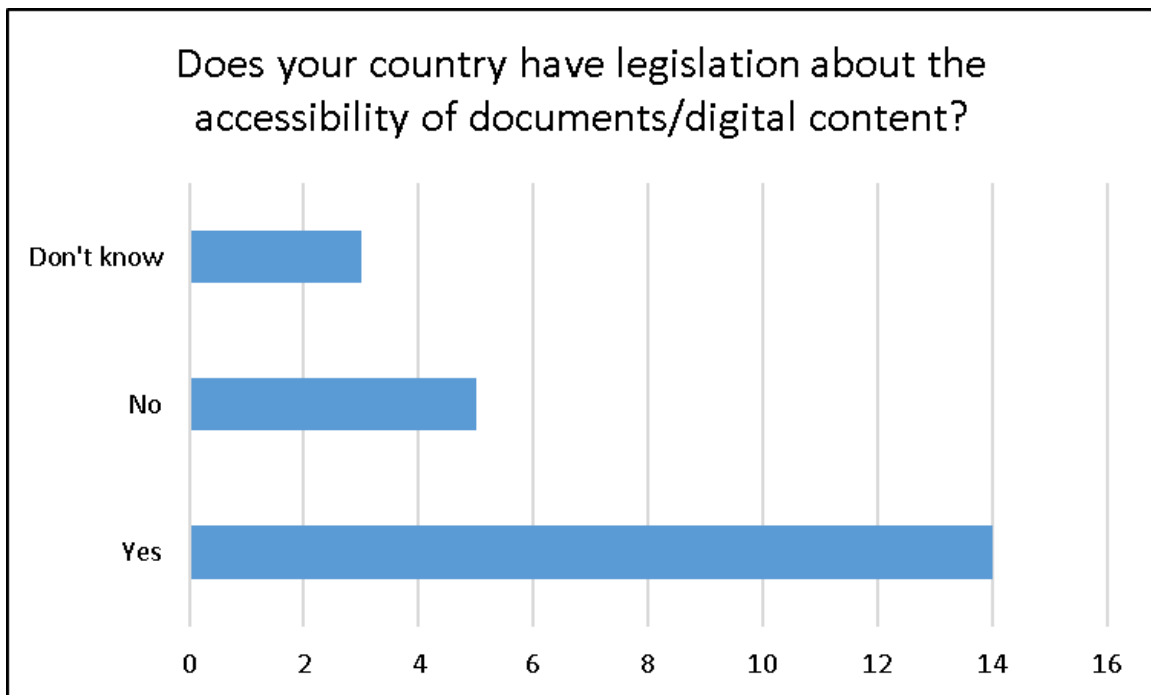
List of Legislation from PDF and the User Experience Surveys

The following list of legislation and standards are from the PDF and the User Experience Survey 2015 and 2016. It is a substantial list of these resources for those who are not familiar with them.

Two additional pieces of legislation and policy were added for the 2016 iteration of the survey. Another addition to the list of legislation is the Australian Human Rights Act 2004.[2] One participant identified the Texas Administrative Code, Title 1, Part 10, Section 206[3] which is state specific. Another state specific policy is the New York State Information Technology Policy NYS-P08-005.[4]

Respondents from Australia indicated that the Disability Services Act of 1993[5] is legislation in New South Wales.

In the State of California, United States, there is the California Government Code Section 11135.[6] California also has the California Civil Code Sections 54 through 55.2[7].

In the state of Missouri, there is the Missouri Statute Section 161.935.1[8] which creates an assistive technology trust fund.

In the State of Massachusetts, United States, there is the Commonwealth of Massachusetts Enterprise Web Accessibility Standards.[9]

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[2] Australian Human Rights Act 2004, Australian Government: http://www.legislation.act.gov.au/a/2004-5/current/pdf/2004-5.pdf

[3] Texas Administrative Code, Title 1, Part 10, Section 206 : http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=1&pt=10&ch=206

[4] New York State Information Technology Policy: https://its.ny.gov/sites/default/files/documents/nys_p08-005_memo_09102010.pdf

[5] Disabilities Services Act, 1993, New South Wales, Australia: http://www.legislation.nsw.gov.au/viewtop/inforce/act+3+1993+FIRST+0+N/

[6] California Government Code 11.1.35, Government of California website: http://www.dor.ca.gov/DisabilityAccessInfo/CA-Gov-Code-Sec-11135-11138.html

[7] California Civil Code Sections 54 through 55.2, JUSTA, US Law website: http://law.justia.com/codes/california/2005/civ/54-55.2.html

[8] Missouri statute Section 161.935.1, State of Missouri website: http://www.moga.mo.gov/mostatutes/stathtml/16100009301.html

[9] Commonwealth of Massachusetts Enterprise Web Accessibility Standards: http://www.mass.gov/anf/research-and-tech/policies-legal-and-technical-guidance/tech-guidance/accessibility-guidance/web-accessibility/web-accessibility-standards.html

In the State of New York, United States is the New York Human Rights Law.[10]

In the State of Texas, United States, is TGC 2054.451; 1TAC 206; 1TAC 213.[11]

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[10] New York Human Rights Law, Office of the Attorney General of New York: http://www.ag.ny.gov/civil-rights/new-york-state-human-rights-law

[11] TGC 2054.451; 1TAC 206; 1TAC 213, State of Texas: http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2054.htm

Average Age of Respondents (Question 5)

This question provides information on the age range of those of us with disabilities who are filling out PDF forms.

Table 3 Average Age of Respondents (Question 5)

Answer Options	Response Percent	Response Count
15-25 years old.	0.091	2
26-40 years old.	0.273	6
41-60 years old.	0.5	11
61 + years old.	0.136	3
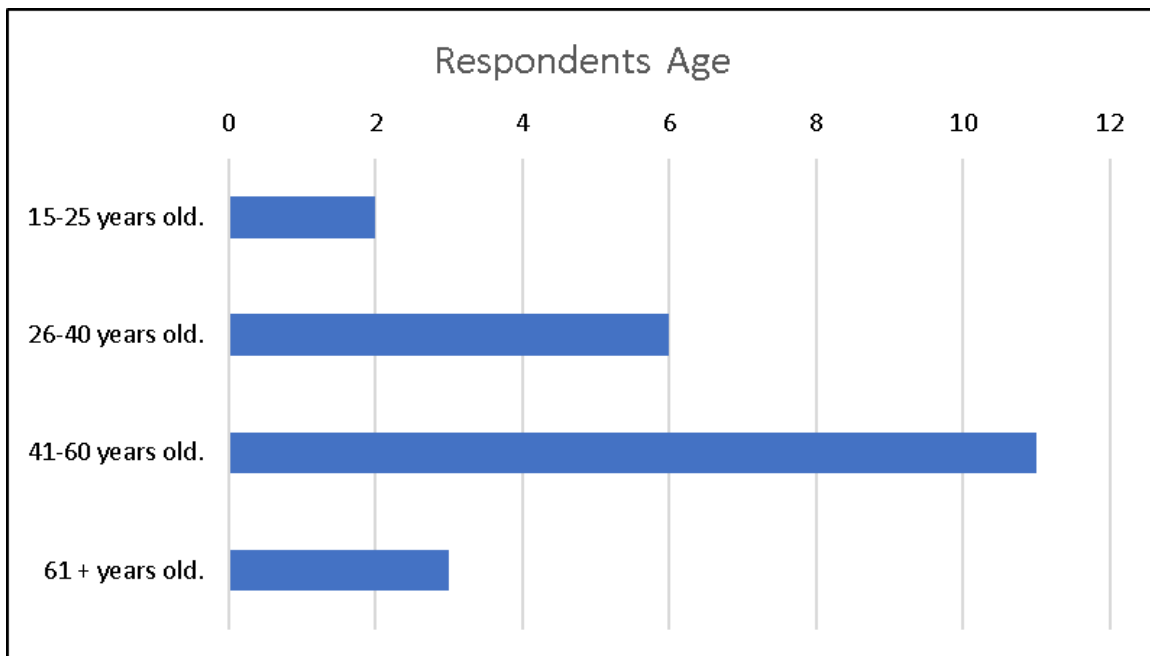
How many years have you been using a computer or digital devices? (Question 6)

This question provides information on how long respondents have been using a computer. While it does not reflect whether the respondent had a disability during those years, knowing how long someone has been accessing and/or creating digital content can provide insight into computer literacy and proficiency at reading digital content.

Table 4 How many years have you been using a computer or digital devices? (Question 6)

Answer Options	Response Percent	Response Count
Less than 1 year.	0	0
2-10 years.	0	0
11-20 years.	0.318	7
20-30 years.	0.455	10
More than 30 years.	0.227	5

How many years have you been using a computer or digital devices?

Category	Value
Less than 1 year.	0
2-10 years.	0
11-20 years.	7
20-30 years.	10
More than 30 years.	5
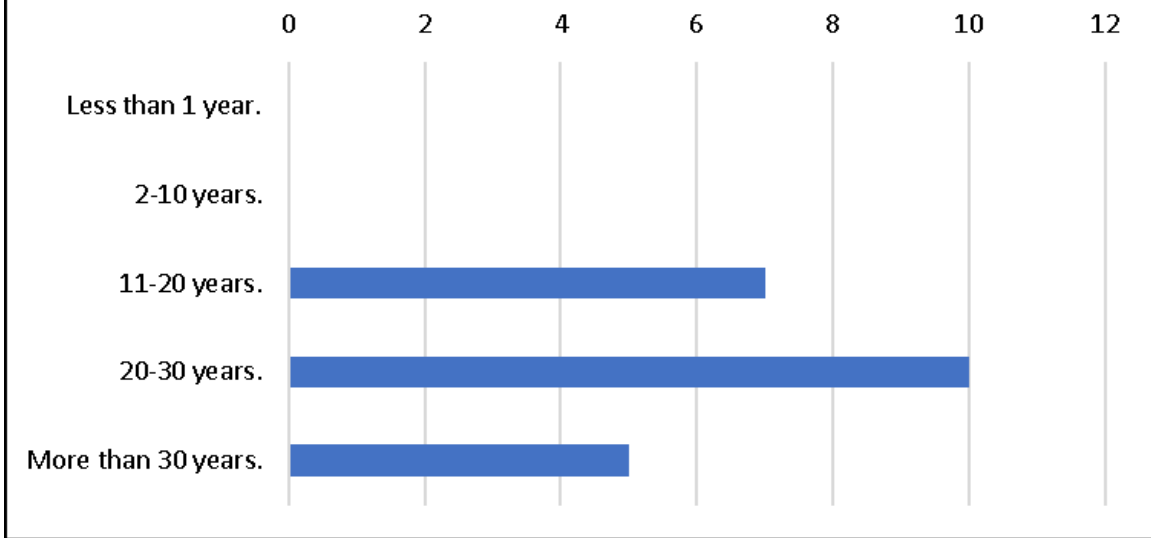
How would you describe your computer literacy level: (Question 7)

This question is purposely asking for the respondent to identify their computer literacy level. It is asked to provide a benchmark of perceived expertise which can influence the way someone approaches the consumption of digital content.

Table 5 How would you describe your computer literacy level: (Question 7)

Answer Options	Response Percent	Response Count
Beginner	0	0
Intermediate	0.182	4
Advanced	0.818	18
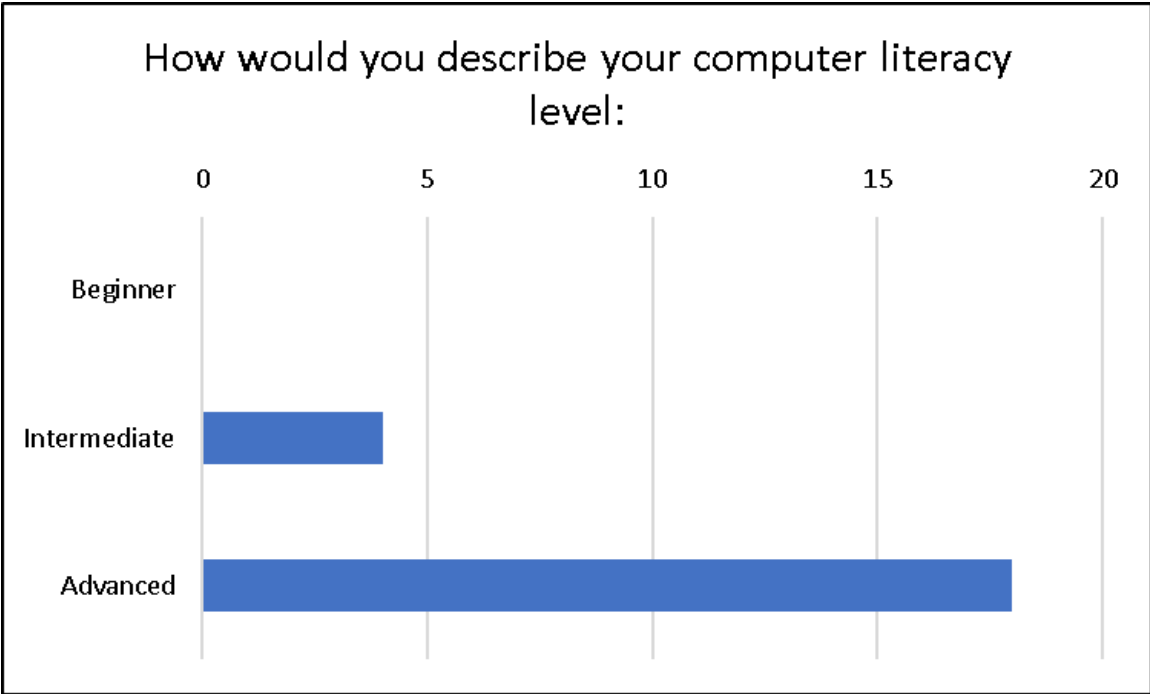
How would you describe your computer literacy level when it comes to reading PDF documents? (Question 8)

As with the question about general computer literacy, one's perception of their own skill level in consuming/reading a specific type of digital content can influence their frustration level as well as their satisfaction level.

Table 6 How would you describe your computer literacy level when it comes to reading PDF documents? (Question 8)

Answer Options	Response Percent	Response Count
Beginner	0.136	3
Intermediate	0.318	7
Advanced	0.545	12
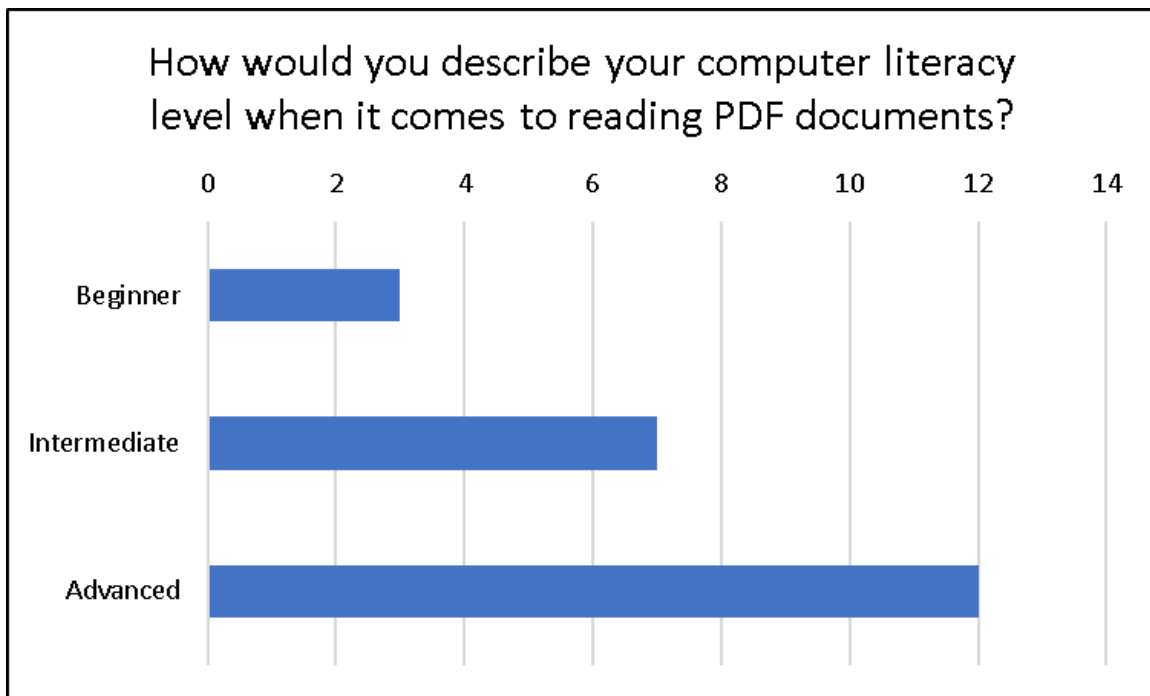
Qualitative Data on the Accessibility of PDF Forms

This section of the survey asks participants to identify the devices they use to access PDF forms, the software, any other tools and what their experiences are when reading and filling out PDF forms. Participants are asked to comment on what frustrates them, if anything, and what works well for them, if anything, when they access, read and fill out PDF forms. Most of these questions are either multiple choice or open ended.

How often do you access PDF forms: (Question 9)

This question provides data on the frequency that someone with a disability accesses PDF forms to fill out. This gives us an idea of how prevalent PDF forms are in our daily lives.

Table 7 How often do you access PDF forms: (Question 9)

Answer Options	Response Percent	Response Count
Daily	0.182	4
Weekly	0.409	9
Monthly	0.136	3
A few times a year	0.273	6
I don't intentionally open PDF documents	0	0
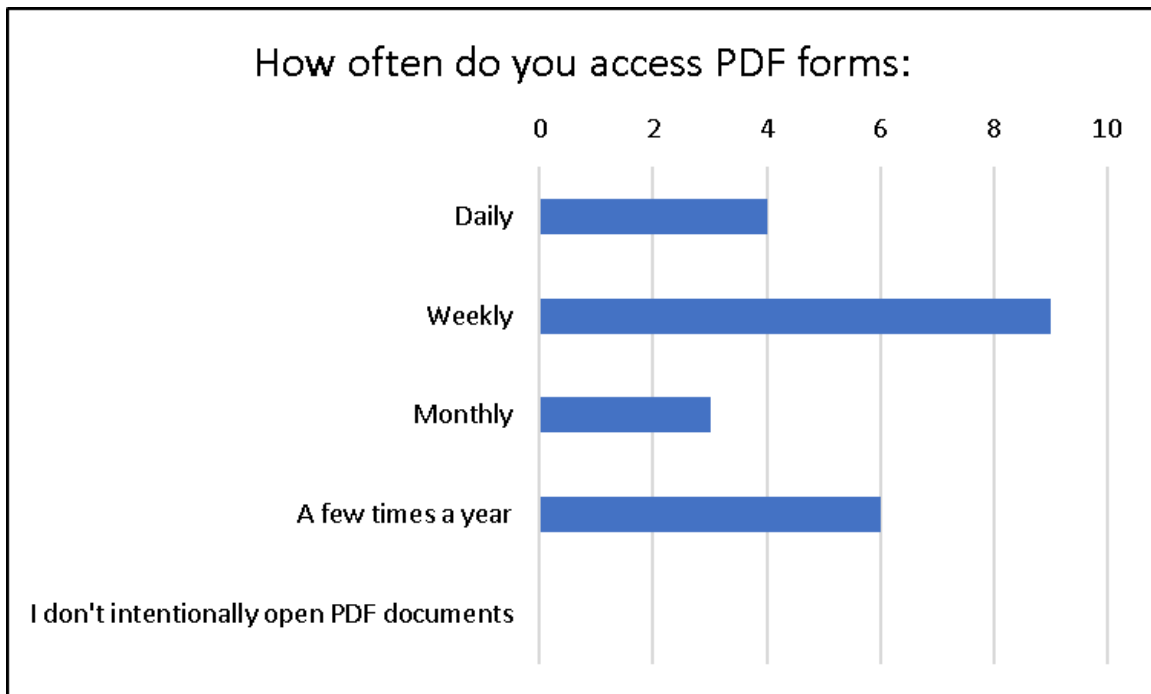
Do you fill in PDF forms for (choose all that apply): (Question 10)

This question identifies the area of daily life where PDF forms are found. The question mirrors the request for similar information in the PDF and the User Experience Survey but focuses solely on PDF forms.

Table 8 Areas of daily living where PDF forms are found. (Question 10)

Answer Options	Response Percent	Response Count
Work.(for a company or organization for which I'm paid)	0.727	16
Volunteer Work	0.318	7
Home (for example appliance manuals or recipes)	0.545	12
Education (in a formal education setting such as school, college or university)	0.273	6
Education (outside of school, college and university) Lifelong Learning	0.318	7
Leisure	0.227	5
Other (please specify)	0.182	4

Do you fill in PDF forms for (choose all that apply):
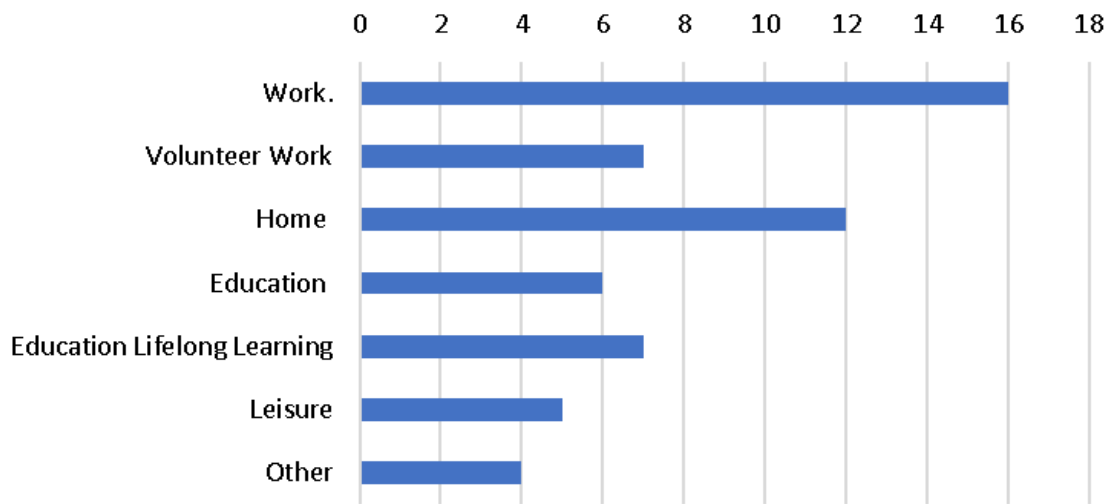
Category	Value
Work.	16
Volunteer Work	7
Home	12
Education	6
Education Lifelong Learning	7
Leisure	5
Other	4

What is your estimate of how many PDF forms you have to fill out are scanned and not made accessible? (Question 11)

This question asks respondents if they know or can guess at how many PDF forms they fill out are scanned images of forms which may or may not be accessible.

Table 9 What is your estimate of how many PDF forms you have to fill out are scanned and not made accessible? (Question 11)

Answer Options	Response Percent	Response Count
0 - 10%	0.136	3
10 to 20%	0.136	3
20 to 30%	0.045	1
30 to 40%	0.136	3
40 -50%	0.182	4
More than 50%	0.364	8
I don't know.	0	0

What is your estimate of how many PDF forms you have to fill out are scanned and not made accessible?

	Value
0 - 10%	3
10 to 20%	3
20 to 30%	1
30 to 40%	3
40 -50%	4
More than 50%	8
I don't know.	0
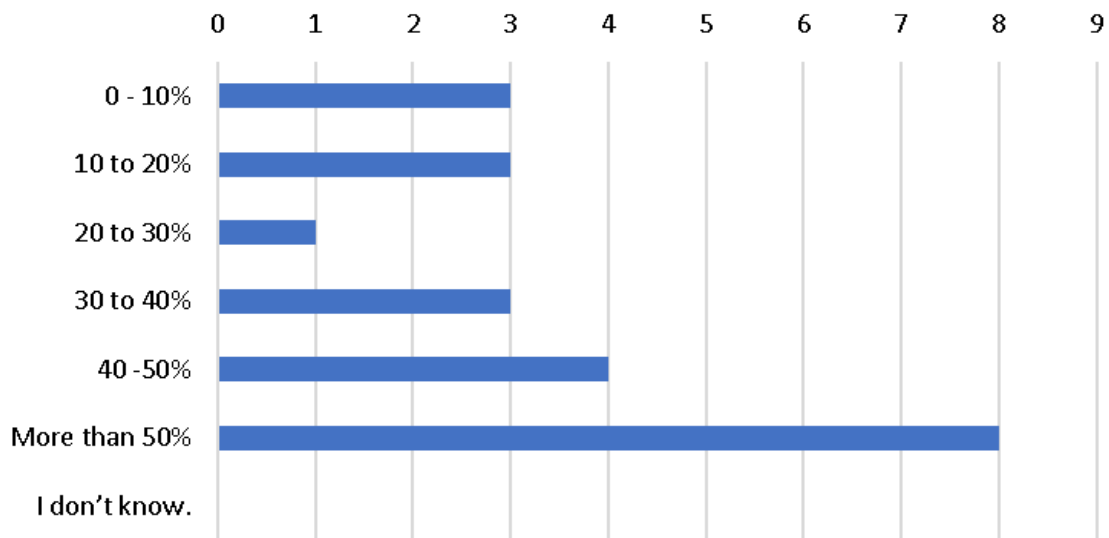
What is your estimate of how many tagged PDF forms are tagged but not tagged correctly? (Question 12)

The rest of the question reads: (You have problems figuring out where you are in the form, accessing instructional text and/or form fields are missing labels).

This question identifies one set of barriers to filling out PDF forms, the tagging of the instructional text. This barrier is separate from the addition of the form controls with their ToolTips.

Table 10 What is your estimate of how many tagged PDF forms are tagged but not tagged correctly? (Question 12)

Answer Options	Response Percent	Response Count
0% to 10%	0.045	1
10 to 20%	0.045	1
20 to 30%	0.136	3
30 to 40%	0.091	2
40 -50%	0.136	3
More than 50%	0.409	9
I don't know	0.136	3
I don't use adaptive technology, but I do have a disability.	0	0

What is your estimate of how many tagged PDF forms are tagged but not tagged correctly?
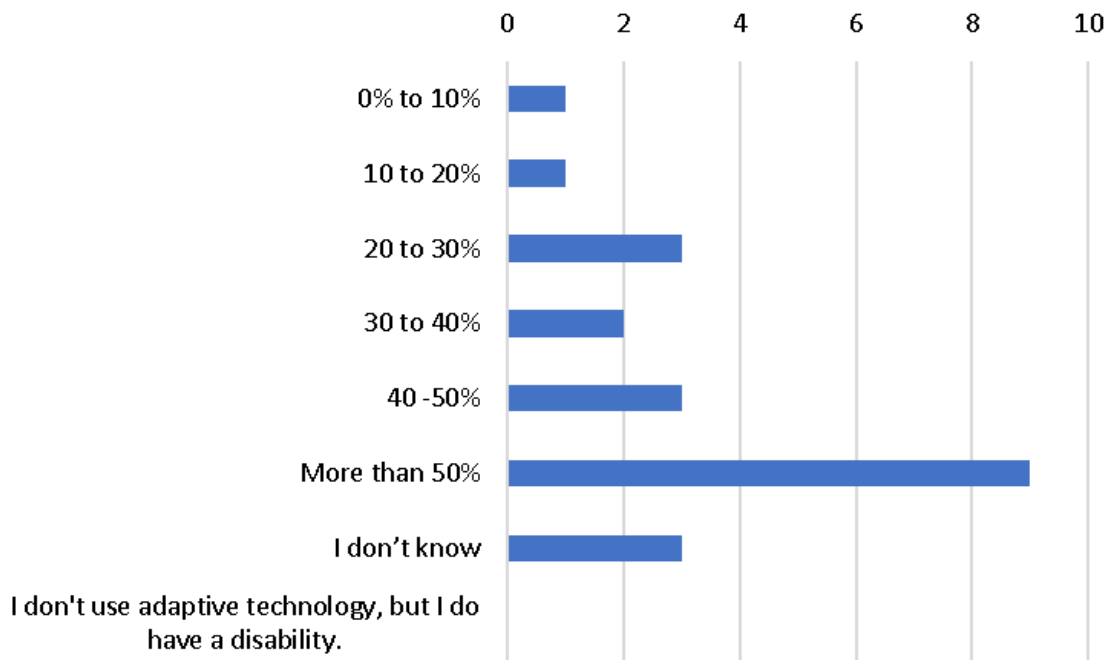
Category	Value
0% to 10%	1
10 to 20%	1
20 to 30%	3
30 to 40%	2
40 -50%	3
More than 50%	9
I don't know	3
I don't use adaptive technology, but I do have a disability.	0

What percentage of PDF forms do you estimate are tagged correctly and are easy to fill out using adaptive technology? (Question 13)

This question does not relate to poor form design, but rather, if a form has the form controls with ToolTips and has been tagged correctly, is it easier to fill out?

Table 11 What is your estimate of how many tagged PDF forms are tagged but not tagged correctly? (Question 12)

Answer Options	Response Percent	Response Count
0-10%	0.524	11
11-20%	0.143	3
21-30%	0.143	3
31-40%	0	0
40-50%	0.048	1
More than 50%	0.143	3

What percentage of PDF forms do you estimate are tagged correctly and are easy to fill out using adaptive technology?

Category	Count
0-10%	11
11-20%	3
21-30%	3
31-40%	0
40-50%	1
More than 50%	3
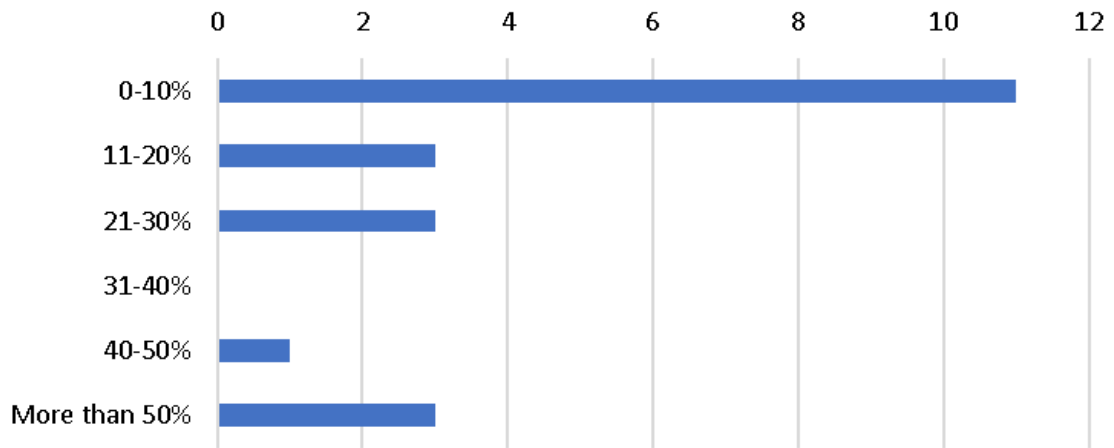
What adaptive technology do you use on a Windows based device (Question 14)

The rest of the question reads: (desktop, laptop, tablet or phone)? Choose as many as apply.

This question identifies some of the types of adaptive technology used on a Windows device. With this question we begin to see the different types of tools used to access, read and fill out PDF forms.

Table 12 What adaptive technology do you use on a Windows based device (Question 14)

Answer Options	Response Percent	Response Count
I don't use a Windows based device	0.045	1
I don't use adaptive technology	0.091	2
Screen reader	0.864	19
Text-to-Speech tool - TTS is not as verbose as a screen reader.	0.045	1
Voice recognition	0.091	2
Screen magnification.	0.091	2
Screen magnification with screen reading.	0	0
Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader.	0.045	1
Touch screen	0.045	1

Answer Options	Response Percent	Response Count
Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device)	0.091	2

What adaptive technology do you use on a Windows based device
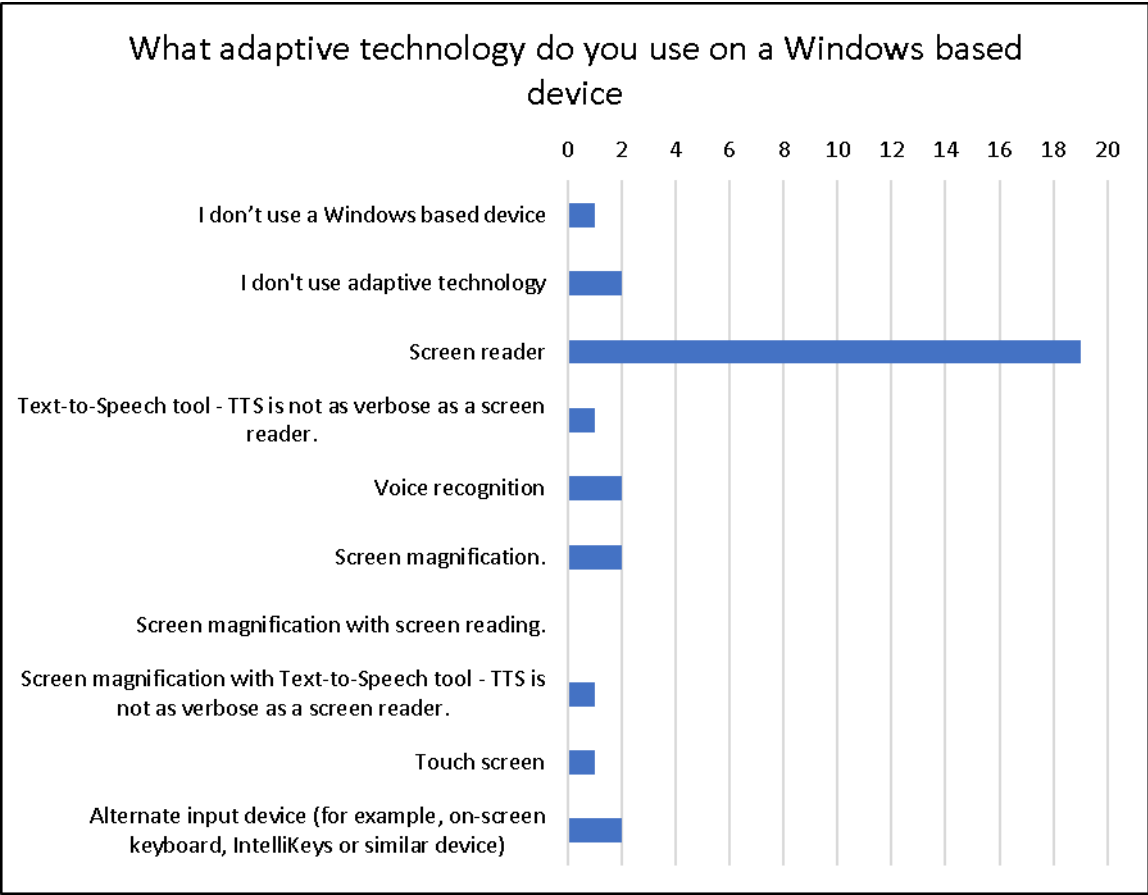
What adaptive technology do you use on a Mac or iOS device (Question 15)

The rest of the question reads: (iMac, MacBook, iPad or iPhone)? Choose as many as apply.

This question identifies the types of adaptive technology used to fill out PDF forms on Apple devices.

Table 13 What adaptive technology do you use on a Mac or iOS device (Question 15)

Answer Options	Response Percent	Response Count
I don't use a Mac or iOS device.	0.5	11
I don't use adaptive technology	0.091	2
Screen reader.	0.5	11
Text-to-Speech tool - TTS is not as verbose as a screen reader.	0	0
Voice recognition.	0.227	5
Screen magnification.	0.091	2
Screen magnification with screen reading.	0	0
Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader.	0	0
Touch screen	0.273	6

| Answer Options	Response Percent	Response Count
Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).	0.182	4

What adaptive technology do you use on an Android device (Question 16)

The rest of the question reads: (tablet or phone)? Choose as many as apply.

This question identifies the types of adaptive technology used on Android devices to access, read and fill out PDF forms.

Table 14 What adaptive technology do you use on an Android device (Question 16)

Answer Options	Response Percent	Response Count
I don't use an Android device.	0.364	8
I don't use adaptive technology	0.136	3
Screen reader.	0.409	9
Text-to-Speech tool - TTS is not as verbose as a screen reader.	0.091	2
Voice recognition.	0.091	2
Screen magnification.	0.091	2
Screen magnification with screen reading.	0	0
Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader.	0.045	1
Touch screen	0.227	5

Answer Options	Response Percent	Response Count
Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).	0.091	2

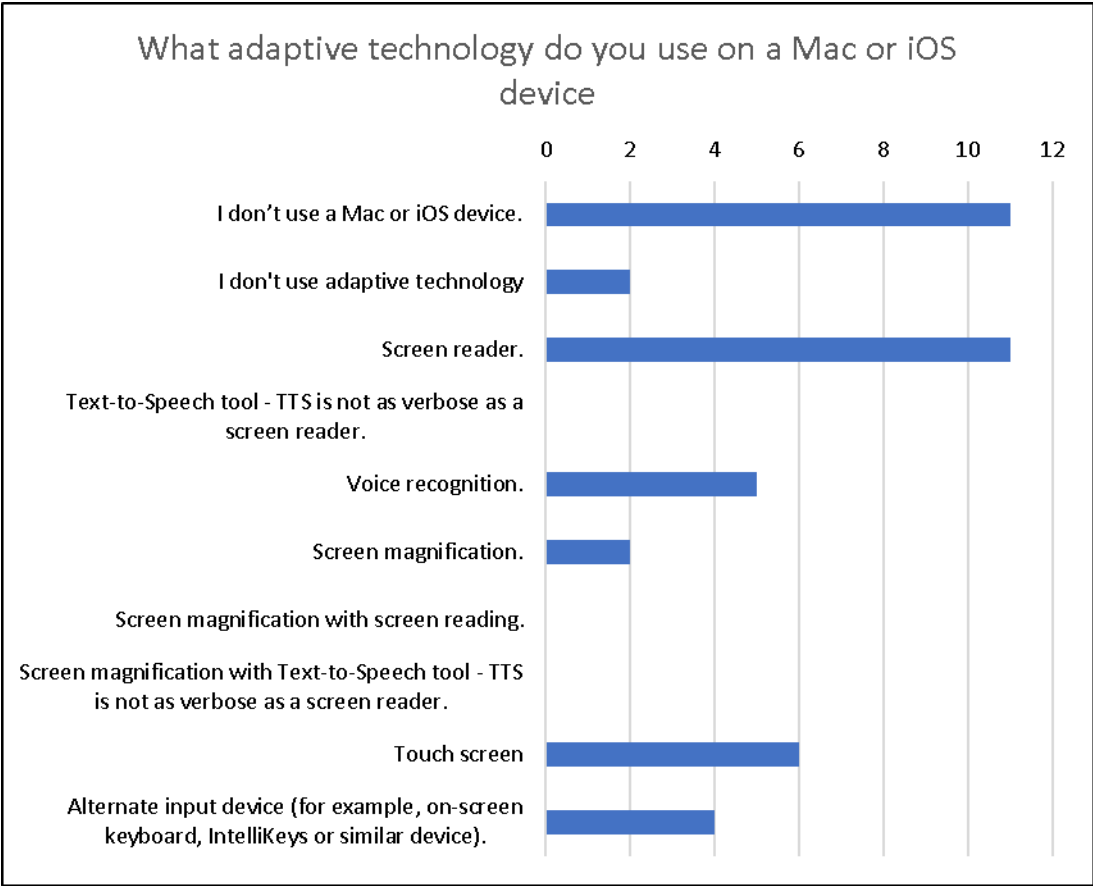What adaptive technology do you use on an Android device

Answer	Value
I don't use an Android device.	8
I don't use adaptive technology	3
Screen reader.	9
Text-to-Speech tool - TTS is not as verbose as a screen reader.	2
Voice recognition.	2
Screen magnification.	2
Screen magnification with screen reading.	0
Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader.	1
Touch screen	5
Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).	2
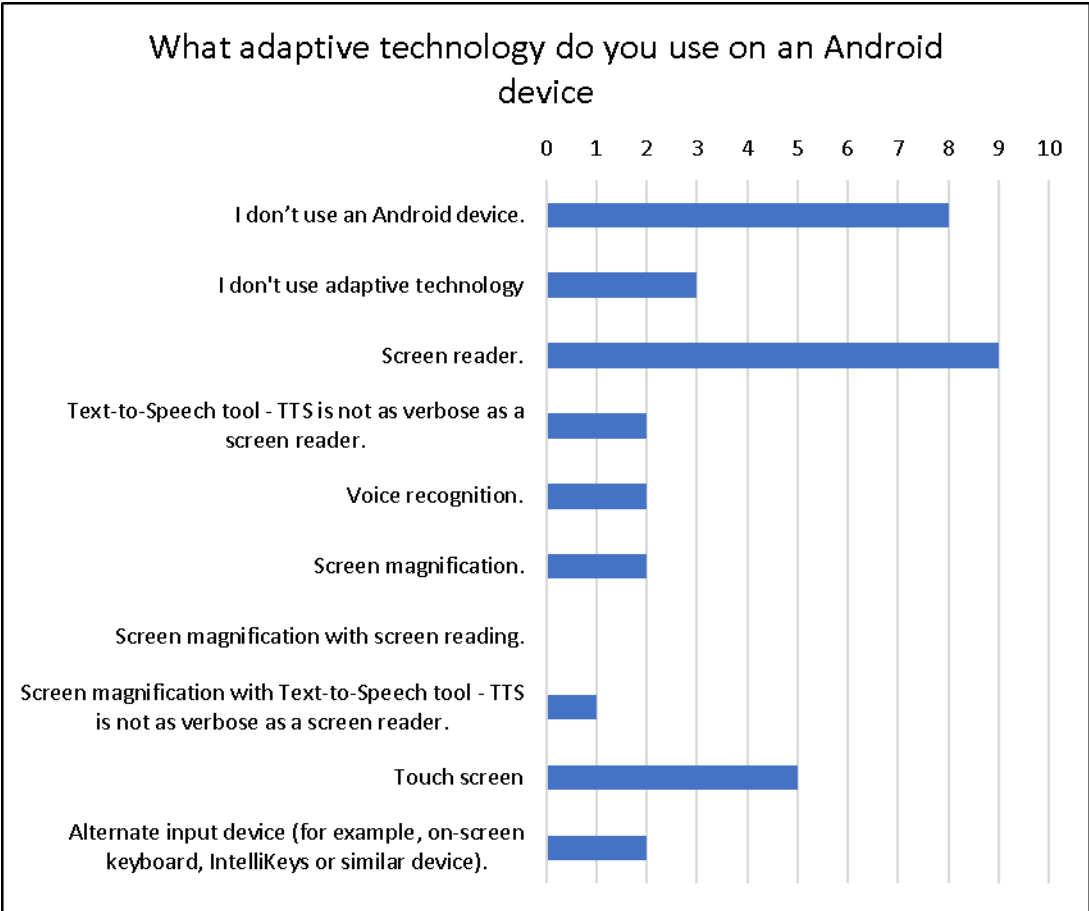
What applications other than Adobe Reader or Adobe Acrobat do you use to fill in PDF forms? (Question 17)

This question identifies the types of applications other than Adobe Systems products those of us with disabilities are using to access, read and fill out PDF forms.

Table 15 What applications other than Adobe Reader or Adobe Acrobat do you use to fill in PDF forms? (Question 17)

Respondent ID	Respondent Answer
5378662241	Ableword
5377221831	google docs
5376889481	Google Forms
5376845420	N/A
5376609401	N/A
5376529165	Commonlook PDF Global Access
5368961154	N/A
5358057990	pdf reader 1
5357882436	acrobat
5357268038	N/A
5357218949	N/A

Respondent ID	Respondent Answer
5357210347	N/A
5356942127	N/A
5355529632	none
5355412635	N/A
5355324194	Kurzweil 1000
5355314220	N/A
5355207779	N/A
5354844283	N/A
5353994907	N/A
5353645754	N/A
5352091323	Foxit

When you access a PDF form in Adobe Reader or Adobe Acrobat, what are your frustrations? (Question 18)

The rest of the question reads: (what doesn't work for you)? If you have no frustrations enter N/A

This question identifies any frustrations or problems in accessing, reading and filling out PDF forms using Adobe products. The question does not distinguish between the problem being with the accessibility of the form itself or problems with the user interface.

Table 16 When you access a PDF form in Adobe Reader or Adobe Acrobat, what are your frustrations? (Question 18)

Respondent ID	Respondent Answer
5378662241	When the text is not renderable. In other words a picture of the text.
5377221831	I have to use the mouse to get out of a form field and back to the questions -- it is difficult to switch from reading questions to filling in the form
5376889481	I get frustrated because it takes so long to make an accessible form.
5376845420	Tabbing to the correct object, having things read out of order by the screen reader, disappearing content, fields that I cannot edit or radio buttons that I can't click.

Respondent ID	Respondent Answer
5376609401	Note: I don't rely on a screen reader or AT to fill out forms but I would like them to be fillable to start with, for convenience. I myself create fillable, interactive WCAG 2.0 AA-compliant forms as an accessibility specialist, so that is why I checked that I use a 'screen reader' on Mac and PC on previous question, for testing my work. For my own use of PDF forms, I am sighted but I am annoyed when the form is not fillable, because then I have to turn on 'create a form' using Acrobat Pro. When the form is fillable, and the entry is limited in characters or lines, it is quite annoying but probably at 3/10 with 10 most annoying. It doesn't matter if the tab sequence is not correct because I can see where I am in the form in case the tab jumps out of sequence.
5376529165	Moving tags around in the tags tree sometimes doesn't work properly. The tag you are moving will move to where you dropped it, but another tag in the tree can move randomly to another page's tag tree.
5368961154	Sometimes I can't read what I've written because I can't get back to the beginning of the form to verify my information. Not sure if this is a default or just someone's idea of how to frustrate people, but the fact that I can never save a copy of the form on my PC is just ridiculous. If I could fill out a piece of paper I could make as many copies as I wanted, but I am not allowed to save an electronic form!
5358057990	Most of the pdf file doesn't have no table of content, and headings are not in the logical order.
5357882436	N/A
5357268038	N/A

Respondent ID	Respondent Answer
5357218949	hard to tell often which field I am in, and if the data I am entering is being entered.
5357210347	The fact that only 10 % to 15% are properly structured and labeled.
5356942127	N/A
5355529632	Sometimes the application doesn't read the form at all or has error messages. Sometimes it lags. Occasionally, I get the dialog about using assistive tech and cannot remove it. Often, it skips words or parts or words even when the words are there. Often it reads forms in such a way that they are mangled, form fields don't correspond with edit fields, hard to tell if it is the document, the software, or both. Forms are worse than regular documents which are still not that great either.
5355412635	In some forms I can read fields but the screen reader doesn't allow me to fill them in.
5355324194	N/A
5355314220	When fields are not labeled correctly
5355207779	N/A
5354844283	moving thru the document some times I can't even get to the second page
5353994907	Tabbing and navigation order

Respondent ID	Respondent Answer
5353645754	bad designed forms, missing form logic
5352091323	NA

When you access a PDF form using another application what are your frustrations? (Question 19)

The rest of the question reads: What doesn't work for you? Please describe giving the name or names of the applications. If you have no frustrations enter N/A

This question identifies the different types of applications being used to access, read and fill out PDF forms and any barriers or frustrations encountered by respondents.

Table 17 When you access a PDF form using another application what are your frustrations? (Question 19)

Respondent ID	Respondent Answer
5378662241	In Ableword, when my Screen reader says Empty document. In other words, a picture of the text.
5377221831	when documents have a set size so that they don't re-arrange the text to allow for zooming in, so I have to scroll back and forth to read the question.
5376889481	N/A
5376845420	I only use Adobe Reader and Acrobat.
5376609401	I never use any other application; only Acrobat Pro or Acrobat DC to open up a PDF form, whether at work or for personal use.
5376529165	Images not loading properly in Commonlook PDF. If a page is heavily image based, the screen will flash and basically show nothing. When you click and hold the click button, everything will appear. However, when you release the mouse all text and images on the screen will disappear again.
5368961154	N/A

Respondent ID	Respondent Answer
5358057990	I tried to open pdf file with Microsoft edge browser, because in my company, there is no pdf reader is installed in the computer, while trying with edge browser I observe that the screen reader jaws was not reading anything in windows.
5357882436	N/A
5357268038	I don't know of other applications for opening PDF.
5357218949	N/A
5357210347	N/A
5356942127	N/A
5355529632	N/A as I don't use any other software.
5355412635	N/A
5355324194	N/A
5355314220	N/A
5355207779	N/A
5354844283	I don't use other apps I do find that reading pdf in the browser does not work at all can never find the text

Respondent ID	Respondent Answer
5353994907	N/A
5353645754	N/A
5352091323	N/A

What does work well for you when you open a PDF form to fill it out in Adobe Reader or Adobe Acrobat? (Question 20)

The rest of the question reads: Please describe. If nothing works enter N/A.

This question identifies elements of accessing, reading and filling out PDF forms that are working and might make filling out PDF forms a good experience in Adobe Systems products.

Table 18 What does work well for you when you open a PDF form to fill it out in Adobe Reader or Adobe Acrobat? (Question 20)

Respondent ID	Respondent Answer
5378662241	When the text is renderable.
5377221831	N/A
5376889481	Signature fields aren't enabled. Forms do not tab through in correct order.
5376845420	It opens well and I can read the entire page, but form fields are often difficult to navigate to and fill out.
5376609401	When it is fillable, it is great!, What is slightly annoying is when there is not enough space for my entries.
5376529165	N/A
5368961154	As I said, sometimes they work, but very rarely.
5358057990	N/A

Respondent ID	Respondent Answer
5357882436	N/A
5357268038	most works fine if it opens at all, I think when it doesn't open it was scanned in so that it is a picture or graphics
5357218949	sometimes the screen reader let's me know the name of the field, and I can tell what I am entering.
5357210347	If properly structured labeled and short, everything does work.
5356942127	It is tag the doctors today and will start reading
5355529632	Once in a while I'll find a form with good labels so you know what to add and where to add it, but this is rare. The digital signature usually works.
5355412635	Most forms at work are well written and are very accessible.
5355324194	N/A
5355314220	When fields are labeled correctly
5355207779	N/A
5354844283	N/A
5353994907	Adding text

Respondent ID	Respondent Answer
5353645754	N/A
5352091323	NA

What does work for you when you open a PDF form to fill out in another application? (Question 21)

The rest of the question reads: Please describe giving the name or names of the applications and what works for you. If you do not open PDF documents in another application, enter N/A.

This question identifies elements of accessing, reading and filling out PDF forms that are working and might make filling out PDF forms a good experience in applications other than Adobe Systems products

Table 19 What does work for you when you open a PDF form to fill out in another application? (Question 21)

Respondent ID	Respondent Answer
5378662241	Ableword, when the text is renderable
5377221831	N/A
5376889481	N/A
5376845420	I only use Adobe Reader and Acrobat.
5376609401	N/A
5376529165	N/A
5368961154	N/A
5358057990	Microsoft edge browser is not working with pdf file while opening with jaws in windows.
5357882436	N/A

Respondent ID	Respondent Answer
5357268038	I don't know of other PDF applications to use.
5357218949	N/A
5357210347	N/A
5356942127	N/A
5355529632	n/a as I do not do this.
5355412635	N/A
5355324194	N/A
5355314220	N/A
5355207779	N/A
5354844283	N/A
5353994907	N/A
5353645754	N/A
5352091323	N/A

What would improve access to PDF forms for you? (Question 22)

The rest of the question reads: Please be as specific as possible with regard to product names and the improvements you are looking for.

This question gives respondents an opportunity to provide suggestions for improving access to all elements of PDF forms.

Table 20 What would improve access to PDF forms for you? (Question 22)

Respondent ID	Respondent Answer
5378662241	I just wish for the text to be readable by my Screen Reader.
5377221831	easier navigation between form fields and the text around them
5376889481	I wish it were quicker to make an accessible form.
5376845420	PDFs should have more bookmarks for easy navigation. Form fields should always work when you try and type in them. Greater variety of form fields - if a radio button or check box is sufficient, then people don't need to type at all, just select.

Respondent ID	Respondent Answer
5376609401	First, for Adobe to further improve InDesign's ability to create interactive and accessible forms, and allow designers to access more of the form properties within InDesign (instead of having them done in Acrobat after export). Make Interactive Tab Order more easy to organise in InDesign. And continue to support and develop ease of export from InDesign to Acrobat. Add to that the continuous education and skilling up of creators and designers on accessibility techniques. If the creators'/designers' user experience with the tools that they use to make accessible forms (InDesign and Acrobat) are delightful, intuitive, integrated and not frustrating, I am sure that there will be more accessible fillable PDF forms around. And don't use Microsoft Word to create forms, ever...
5376529165	N/A
5368961154	To be brutally honest, I would be very happy if the pdf file became a format of the past. However, if we're stuck with them, then they need to be created properly--tabbing needs to work, controls need to be accessible (check boxes, radio buttons, etc.), we need to be allowed to save the form locally, we need to be able to navigate around the file--to the first field, last field, from section to section, without losing screen-reader focus.
5358057990	Wen the screen reader user is opening a pdf file in adobe reader, the screen reader should inform the user, if the file is secured one, how to read the secured file with adobe reader, and how to unblock that option from the accessibility option.
5357882436	N/A

Respondent ID	Respondent Answer
5357268038	I don't have enough knowledge to answer this question but standardizing how forms work would be useful. I rarely can complete a form. I have no idea why I can and why I can't do this.
5357218949	I should be able to tab through the form, or review it outside data entry mode to be able to tell what fields I am in and what data needs to be entered. Also easily signing documents or forms would be nice to have.
5357210347	All PDF forms being properly structured ladled and short.
5356942127	
5355529632	Any software, existing or pending, needs to do a better job of linking form labels with their correct edit fields and needs to prompt developers that their form may not meet accessibility standards.
5355412635	Some form creators don't observe correct practices.
5355324194	I would like to see PDF forms with correctly labeled fields and the ability to fill them out without printing them first and getting sighted help. I don't often fill out forms, though I access documents in .pdf regularly. Both Kurzweil 1000 and DocuScan Plus do well with this, but I am unfamiliar with forms.
5355314220	Tagged docs, not using scanned images, correctly labeled fields
5355207779	N/A

Respondent ID	Respondent Answer
5354844283	I think that pdf creation should be easier for the authors many of the default settings create bad documents for access and there is not much left that can make pdfs as accessible as HTML
5353994907	Navigation control. On mobile device having more control over the on-screen keyboard entry
5353645754	Next Gen PDF > Adaptive, responsive
5352091323	It is important to make it blind friendly without following complicated

Additional comments (Question 23)

The rest of the question reads: (this is an optional question).

Table 21 Additional Comments (Question 23)

Respondent ID	Respondent Answer
5378662241	Everyone should be able to read.
5376845420	I would love to see more resources for how to remediate PDF forms for others. This is a very time consuming process.
5376609401	Also, I fully support accessibility of interactive PDF forms, but Acrobat should be transparent about their 'hidden' licensing fees if an agency/company decided to create an interactive (and hopefully also accessible) PDF form that will be used to gather data from more than 500 unique respondents (according to Adobe Acrobat's User License Agreement will attract licensing fees).
5357268038	I use a braille display and I was not sure how to indicate this.
5357210347	The find it interesting that this survey was restricted to forms unlike the previous general PDF survey that I took from this organization. I will restate my observations about longer PDF documents from the previous survey. The issues that I raised in the last survey are still issues. The fact that accessible PDFs are still roughly double the size of pre converted files. The shear size still produce processing problems. The single page verses full document reading option still produce the problem of inefficient navigation. A screen reader user either has to use a slow page by page reading method to keep the ability to use internal links to navigate within PDF documents or use the full document reading mode to speed up reading with the loss of internal document navigation if the document ever fully loads.

Respondent ID	Respondent Answer
5355529632	Better awareness = better, more accessible forms.
5355324194	Thanks for letting me voice my opinion.