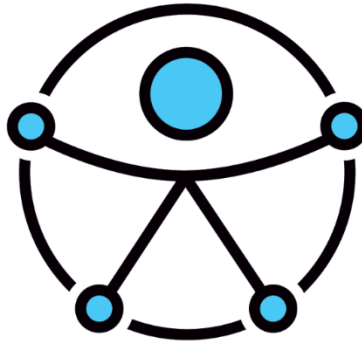


# **PDF and the User Experience Survey Results 2016**



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# Introduction

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This survey attempts to identify end-user frustrations and successes for those of us with disabilities who have to access PDF (Portable Document Format) files 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, the world leader in PDF content and conversion tools, 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](#)<sup>1</sup>). 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 November 2017 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.

## PDF/UA

As of 2012, the ISO (International Standards Organization) PDF/14286-1 or PDF UA (Universal Accessibility) standard has been in place. It has been included in the NPRM (Notice of Proposed Rule Making) for Section 508 in the United States as the standard to use when publishing PDF documents. It is hoped that PDF/UA will be adopted globally as the definition of what an accessible PDF document is. This will provide a consistency of experience for those of us with disabilities as we access PDF documents. It will also answer many of the questions remediation professionals have about what elements of accessibility should be included in PDF documents.

PDF/UA is a technical specification that incorporates three components toward accessible PDF documents:

1. The document itself must meet PDF/UA specifications.
2. The viewer/reader the document is opened in must meet PDF/UA specifications.
3. 3. The adaptive technology used to read the document and interact with the viewer/reader must meet PDF/UA specifications.

In full disclosure, the author is a Canadian delegate to the ISO 14289 committee and actively advocates for PDF/UA adoption and implementation.

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<sup>1</sup> PDF and the User Experience Survey, Karlen Communications:  
<http://www.karlencommunications.com/PDFsurvey.html>

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# Demographics

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There were a total number of 58 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.

The data gathered and published in this report begins with participants identifying which country they are from. This was question 3.

## What country do you live in? (Question 3)

This question was changed from the first iteration of the survey to provide a dropdown list of countries instead of letting participants identify their country using a text edit form control. This provides a more uniform identification of a participants country.

The results for this question are as follows:

Table 1 Participants identified by country. Question 3.

County	Response Count
<b>Australia</b>	6
<b>Belgium</b>	1
<b>Canada</b>	3
<b>India</b>	5
<b>Italy</b>	1
<b>Netherlands</b>	1
<b>New Zealand</b>	2
<b>Spain</b>	1
<b>United Kingdom of Great Britain and Northern Ireland</b>	1
<b>United States of America</b>	37

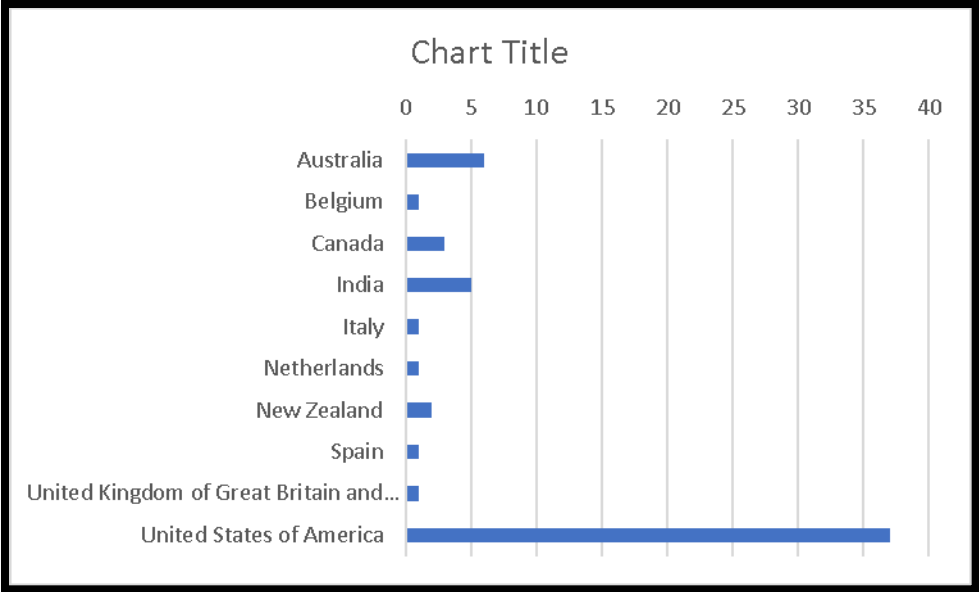


Figure 1 Participants identified by country. Question 3.



## What is your state, province or region? (Question 4)

Rest of the question: If your country does not have states, provinces or regions, type N/A.

This question was asked to attempt to identify regional differences in those who access PDF documents.

Table 2 What is your state, province or region? (Question 4)

State, Province or Region	Total
ACT	1
Alabama	1
Alberta	1
California	3
Florida	1
Iowa	1
Jammu & Kashmir	1
Karnataka	1
Louisiana	2
Madrid	1
Maharashtra	1
Massachusetts	3
Michigan	3
Minnesota	5
N/A	3
New Hampshire	1
New Jersey	1

State, Province or Region	Total
New South Wales	1
New York	3
Norfolk	1
Ontario	2
Oregon	1
TamilNadu	1
Texas	7
TS	1
VIC	2
Victoria	2
Virginia	1
Washington DC	2
Washington State	1
Wellington	1
West Bengal, Kolkata	1
Wisconsin	1

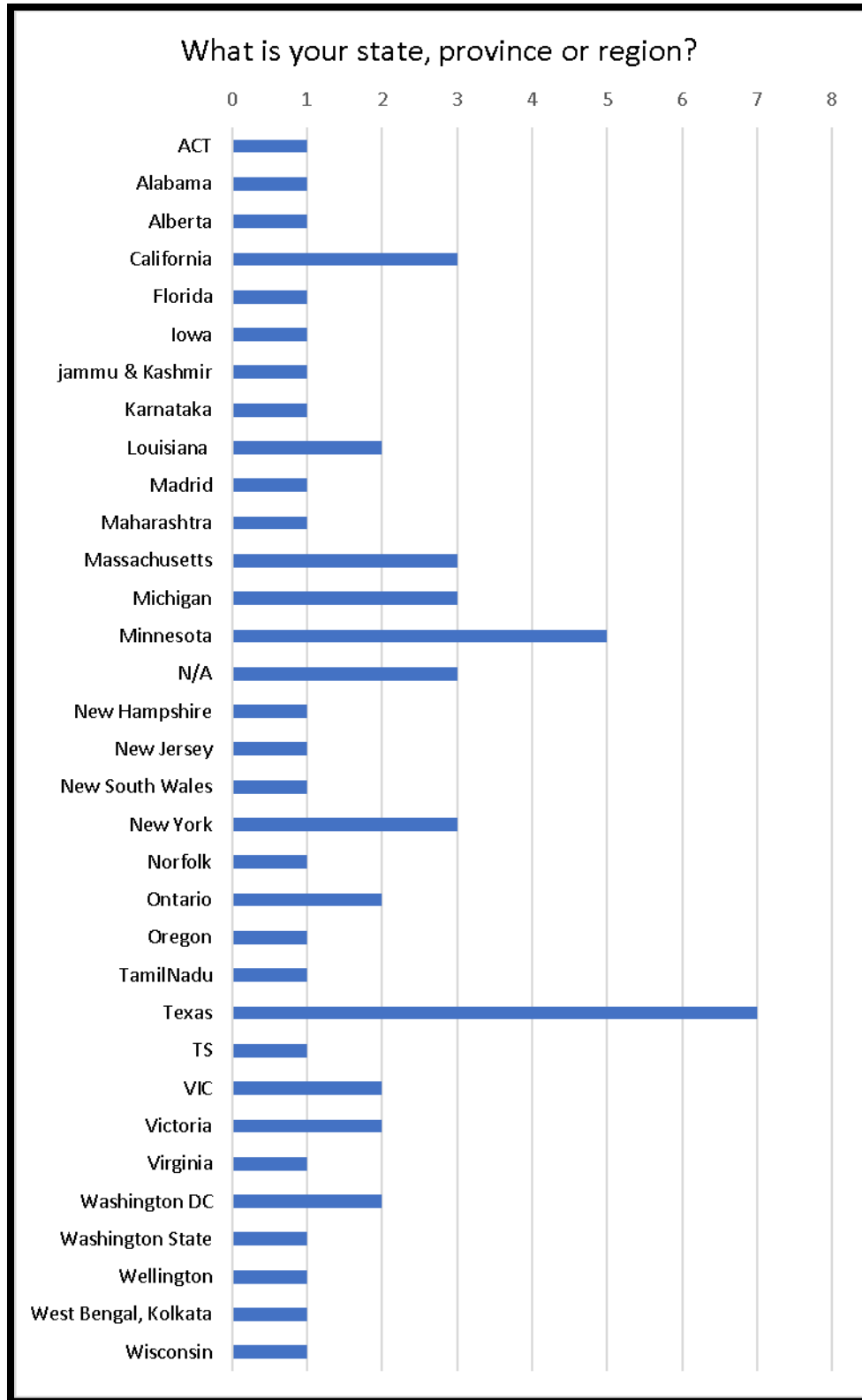


Figure 2 What is your state, province or region? (Question 4)

## Does your country have legislation about the accessibility of documents/digital content? (Question 5)

This question is designed to see if the end-user is aware of any legislation in their country related to document accessibility. The actual text of the question is “Do you know if your country has legislation about the accessibility of documents/digital content?” Possible answers were Yes, No or I don’t know.

The answer “I don’t know” was included in the question to identify those participants who are unaware of any legislation which differentiates them from those who know that there is no legislation. This raises the question: do you really need to know that legislation exists in order to be able to advocate for access to accessible digital environments and content?

Table 3 Does your country have digital content legislation? Question 5.

Possible Answers	Response Percent	Response Count
<b>Yes</b>	70.7%	41
<b>No</b>	13.8%	8
<b>Don't know</b>	15.5%	9
<b>If yes, what is the legislation?</b>		38

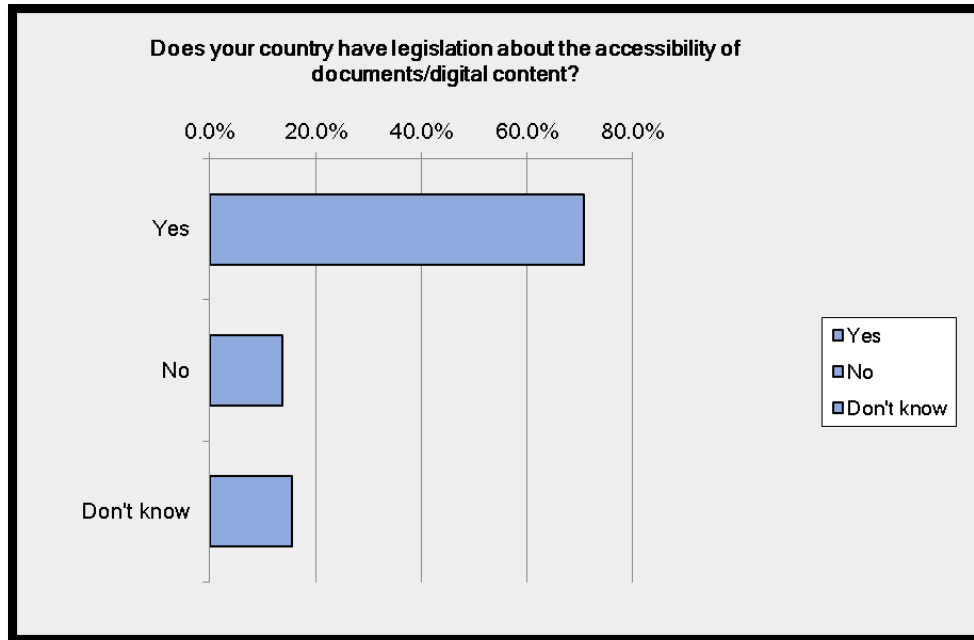


Figure 3 Does your country have digital content legislation? Question 5.

### If yes, what is the legislation?

Of the 58 responses that indicated there is other legislation in their state, province or region, the responses for this part of the question have been consolidated. Respondents from Canada indicated that the Accessibility for Ontarians with Disabilities Act is a federal law. It isn't.

New to the types of legislation in the 2016 iteration of the survey is the [Marrakesh Treaty](#)<sup>2</sup> which is an international treaty promoting access to print and digital content . Respondents from Canada indicated that there is the [Accessibility for Ontarians with Disabilities Act](#)<sup>3</sup> or AODA, 2005. As someone living in Ontario, I can provide links to the subsequent additions

<sup>2</sup> Marrakesh Treaty to Facilitate Access to Published Works, WIPO:  
<http://www.wipo.int/treaties/en/ip/marrakesh/>

<sup>3</sup> Accessibility for Ontarians with Disabilities Act, 2005, Ontario government website:  
<https://www.ontario.ca/laws/statute/05a11#BK37>

to the AODA: The [Customer Service Standards](#)<sup>4</sup> and the [Integrated Accessibility Standards Regulations](#)<sup>5</sup> (Information Communication, Employment, transportation and Open Spaces).

In the United States, the overarching legislation is the [Americans with Disabilities Act](#)<sup>6</sup> or ADA. [Section 508](#)<sup>7</sup> and [Section 504](#)<sup>8</sup> are also federal laws in the United States, but respondents indicated that these only apply to federal websites. Respondents indicated that some states have folded Section 508 into state legislation of accessible websites, while other respondents point to the [Chaffee Amendment](#).<sup>9</sup>

In the Netherlands, there are the Dutch Web Guidelines but the respondent indicated that additional legislation is expected in 2016. I couldn't find the website for the Dutch Accessibility Guidelines.

Spain has the "[Rules Accessibility](#)<sup>10</sup>" which is a website outlining the standards for web content. The page linked to is the English version of the standards.

In the United Kingdom respondents indicated that there is the [Reasonable Adjustment for disabled workers](#)<sup>11</sup> and the [Equality Act](#).<sup>12</sup>

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<sup>4</sup> AODA Customer Service Standards, Ontario Canada, Ontario government website: <https://www.ontario.ca/laws/regulation/r07429>

<sup>5</sup> AODA Integrated Accessibility Standards Regulations, Ontario government website: <https://www.ontario.ca/laws/regulation/r11191>

<sup>6</sup> Americans with Disabilities Home Page, United States: <http://www.ada.gov/>

<sup>7</sup> Section 508, Access Board, United States: <https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-section-508-standards>

<sup>8</sup> Section 504 of the Rehabilitation Act, United States, Wikipedia: [https://en.wikipedia.org/wiki/Section\\_504\\_of\\_the\\_Rehabilitation\\_Act](https://en.wikipedia.org/wiki/Section_504_of_the_Rehabilitation_Act)

<sup>9</sup> Chaffee Amendment, United States, from the Bookshare website: <https://www.bookshare.org/cms/legal/copyright-information/chafee-amendment>

<sup>10</sup> Spanish "Rules Accessibility:" [http://administracionelectronica.gob.es/pae\\_Home/pae\\_Estrategias/pae\\_Accesibilidad/pae\\_normativa/pae\\_eInclusion\\_Normas\\_Accesibilidad.html?idioma=en#.VrCW-r-T2aUk](http://administracionelectronica.gob.es/pae_Home/pae_Estrategias/pae_Accesibilidad/pae_normativa/pae_eInclusion_Normas_Accesibilidad.html?idioma=en#.VrCW-r-T2aUk)

<sup>11</sup> Reasonable Adjustment for disabled workers, United Kingdom: <https://www.gov.uk/reasonable-adjustments-for-disabled-workers>

<sup>12</sup> Equality Act of 2010 Guidance, United Kingdom: <https://www.gov.uk/guidance/equality-act-2010-guidance>

## Does your province, state or region have legislation for accessible documents in addition to any federal legislation? (Question 6)

Although some respondents confused federal with local legislation, the results are presented for this question with a summary of the legislations following.

Table 4 Does your region have digital content accessibility legislation? Question 6.

Possible Answers	Response Percent	Response Count
Yes	36.2%	21
No	36.2%	21
I don't know	27.6%	16
If yes, (please specify)		18

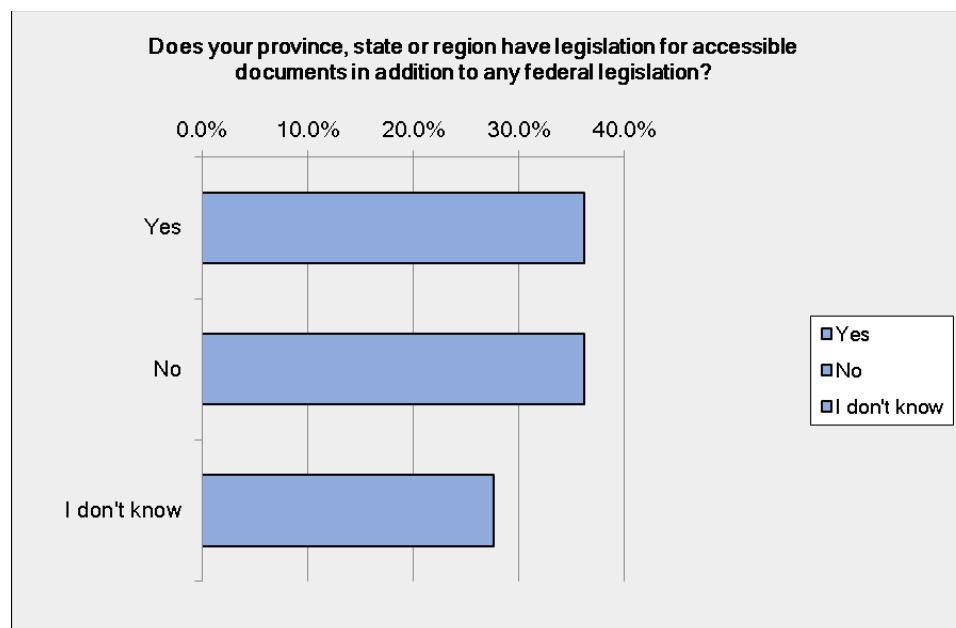


Figure 4 Does your region have digital content accessibility legislation? Question 6.

### If yes, please specify

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](#).<sup>13</sup> One participant identified the [Texas Administrative Code, Title 1, Part 10, Section 206](#)<sup>14</sup> which is state specific. Another state specific policy is the [New York State Information Technology Policy NYS-P08-005](#).<sup>15</sup>

Respondents from Australia indicated that the [Disability Services Act of 1993](#)<sup>16</sup> is legislation in New South Wales.

In the State of California, United States, there is the [California Government Code Section 11135](#).<sup>17</sup> California also has the [California Civil Code Sections 54 through 55.2](#).<sup>18</sup>

In the state of Missouri, there is the [Missouri Statute Section 161.935.1](#)<sup>19</sup> which creates an assistive technology trust fund.

In the State of Massachusetts, United States, there is the [Commonwealth of Massachusetts Enterprise Web Accessibility Standards](#).<sup>20</sup>

In the State of New York, United States is the [New York Human Rights Law](#).<sup>21</sup>

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<sup>13</sup> Australian Human Rights Act 2004, Australian Government: <http://www.legislation.act.gov.au/a/2004-5/current/pdf/2004-5.pdf>

<sup>14</sup> 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](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=1&pt=10&ch=206)

<sup>15</sup> New York State Information Technology Policy: [https://its.ny.gov/sites/default/files/documents/nys\\_p08-005\\_memo\\_09102010.pdf](https://its.ny.gov/sites/default/files/documents/nys_p08-005_memo_09102010.pdf)

<sup>16</sup> Disabilities Services Act, 1993, New South Wales, Australia: <http://www.legislation.nsw.gov.au/viewtop/inforce/act+3+1993+FIRST+0+N/>

<sup>17</sup> California Government Code 11.1.35, Government of California website: <http://www.dor.ca.gov/DisabilityAccessInfo/CA-Gov-Code-Sec-11135-11138.html>

<sup>18</sup> California Civil Code Sections 54 through 55.2, JUSTA, US Law website: <http://law.justia.com/codes/california/2005/civ/54-55.2.html>

<sup>19</sup> Missouri statute Section 161.935.1, State of Missouri website: <http://www.moga.mo.gov/mostatutes/stathtml/16100009301.html>

<sup>20</sup> 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>

<sup>21</sup> 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>



In the State of Texas, United States, is [TGC 2054.451; 1TAC 206; 1TAC 213](#).<sup>22</sup>

Respondents from Canada indicated that the Accessibility for Ontarians with Disabilities Act is accessibility and inclusion legislation in the province of Ontario.

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<sup>22</sup> TGC 2054.451; 1TAC 206; 1TAC 213, State of Texas:  
<http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2054.htm>

## Age of Participants (Question 7)

This question is designed to provide information on participant demographic. The answers were framed in age ranges.

Table 5 Participant ages. Question 7.

Possible Answers	Response Percent	Response Count
15-25 years old.	3.4%	2
26-40 years old.	20.7%	12
41-60 years old.	60.3%	35
61 + years old.	15.5%	9

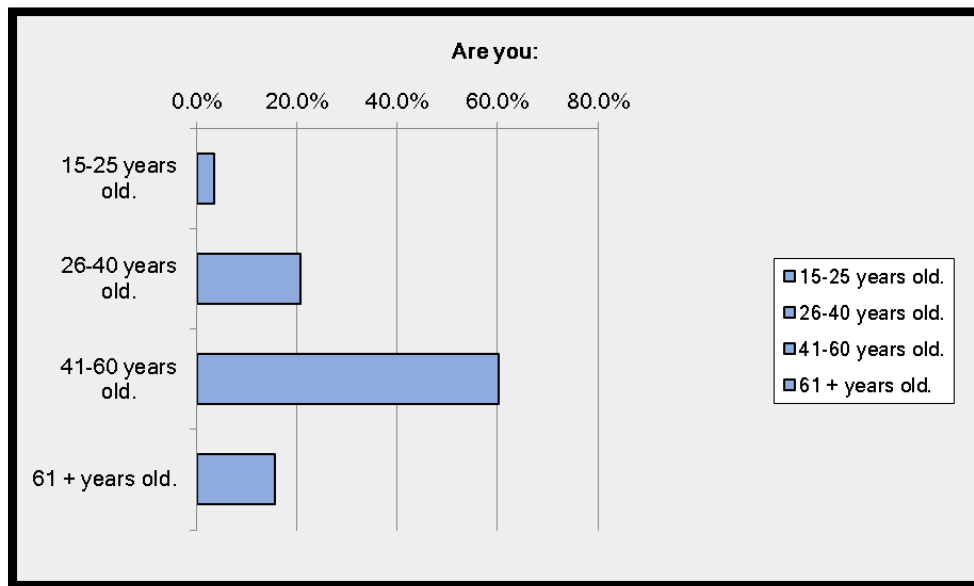


Figure 5 Participant ages. Question 7.

## How many years have you been using a computer or digital devices? (Question 8)

This question is designed to provide insight into the length of time the end-user has been accessing documents. The answers are framed in a range of years.

Table 6 How many years have you been using a computer? Question 8.

Possible Answers	Response Percent	Response Count
Less than 1 year.	0.0%	0
2-10 years.	5.2%	3
11-20 years.	13.8%	8
20-30 years.	46.6%	27
More than 30 years.	34.5%	20

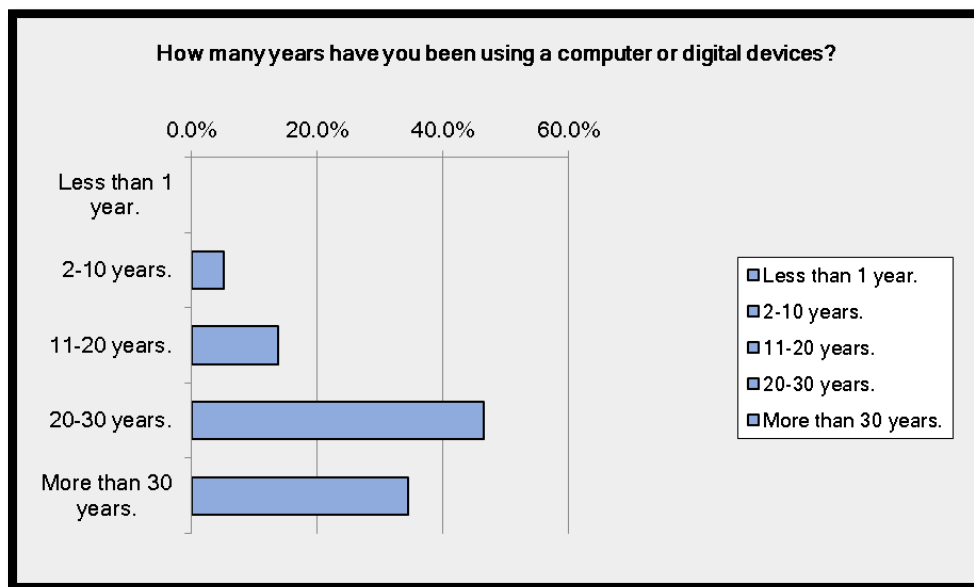


Figure 6 How many years have you been using a computer? Question 8.

# How would you describe your computer literacy level? (Question 9)

This question is designed to provide insight into the person’s perception of their computer skill related to the number of years they have been accessing documents.

Table 7 Describe your computer literacy level, question 9.

Answer Options	Response Percent	Response Count
<b>Beginner</b>	0.0%	0
<b>Intermediate</b>	17.2%	10
<b>Advanced</b>	82.8%	48

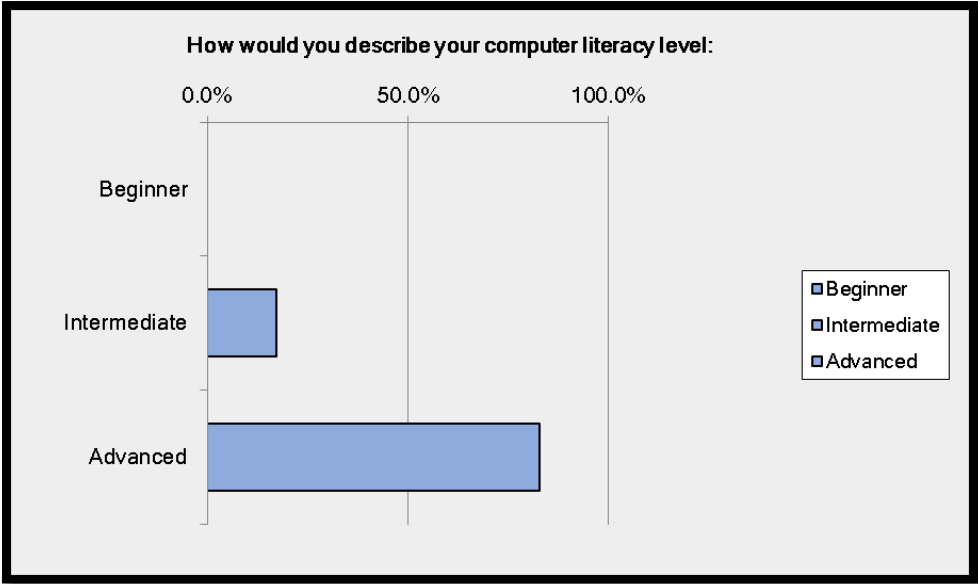


Figure 7 Describe your computer literacy level, question 9.

# How would you describe your computer literacy level when it comes to reading PDF documents? (Question 10)

This question also builds on the number of years of computer experience with the self-described level of computer literacy versus the self-described “PDF literacy” level.

Table 8 Describe your computer literacy level in reading Pdf documents, question 10.

Possible Answers	Response Percent	Response Count
<b>Beginner</b>	0.0%	0
<b>Intermediate</b>	36.2%	21
<b>Advanced</b>	63.8%	37

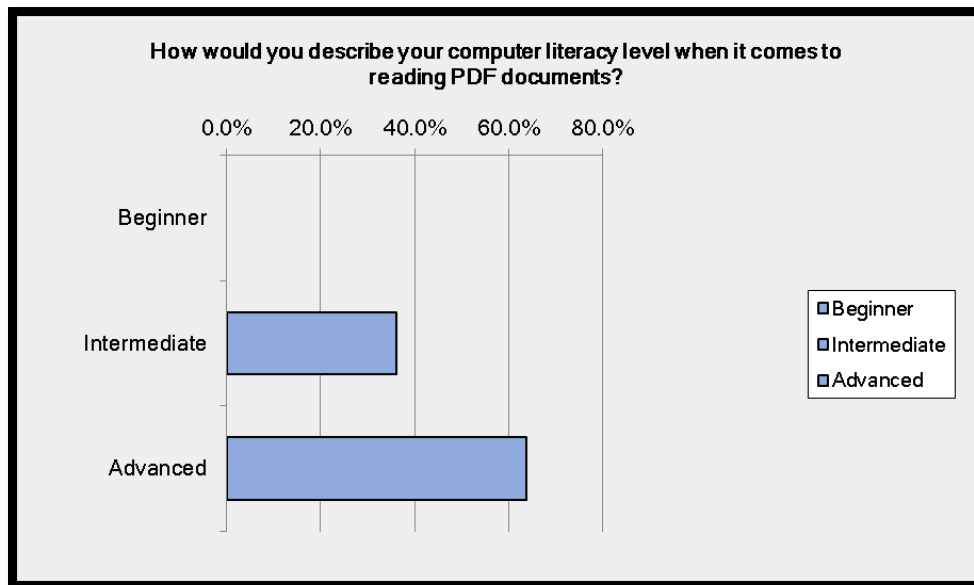


Figure 8 Describe your computer literacy level in reading PDF documents, question 10.

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# User Experiences

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

## How often do you access PDF documents: (Question 11)

This question was designed to find out how prevalent PDF documents are in the lives of those of us with disabilities.

Table 9 How often do you access PDF documents, question 11.

Possible Answers	Response Percent	Response Count
Daily	65.5%	38
Weekly	31.0%	18
Monthly	1.7%	1
A few times a year	1.7%	1
I don't intentionally open PDF documents	0.0%	0

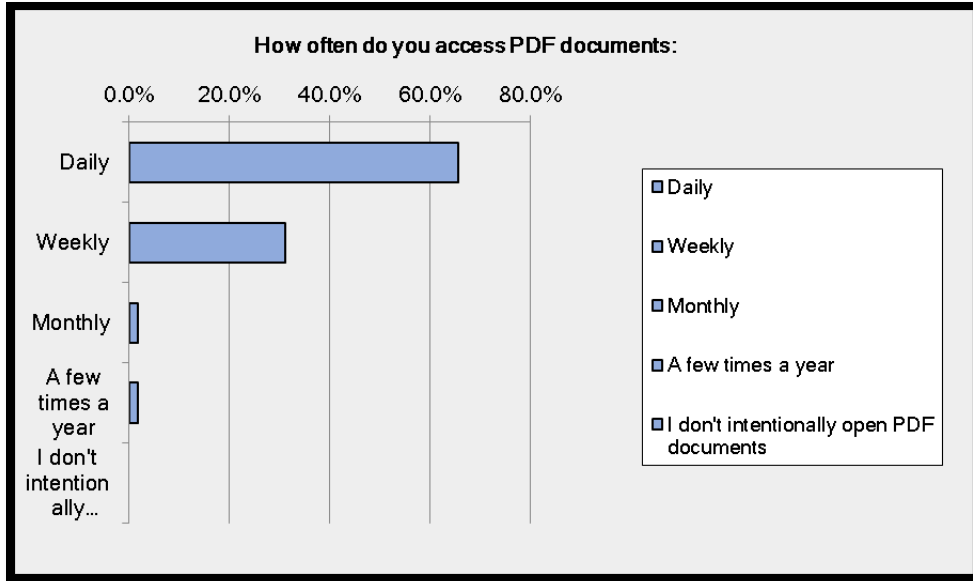


Figure 9 How often do you access PDF documents, question 11.

# Do you read PDF documents for (choose all that apply): (Question 12)

This question provides information on the environment PDF documents are accessed for.

Table 10 When do you read PDF documents, question 12

Possible Answers	Response Percent	Response Count
<b>Work.(for a company or organization for which I'm paid)</b>	91.4%	53
<b>Volunteer Work</b>	53.4%	31
<b>Home (for example appliance manuals or recipes)</b>	87.9%	51
<b>Education (in a formal education setting such as school, college or university)</b>	37.9%	22
<b>Education (outside of school, college and university) Lifelong Learning</b>	62.1%	36
<b>Leisure</b>	67.2%	39
<b>Other (please specify)</b>	8.6%	5



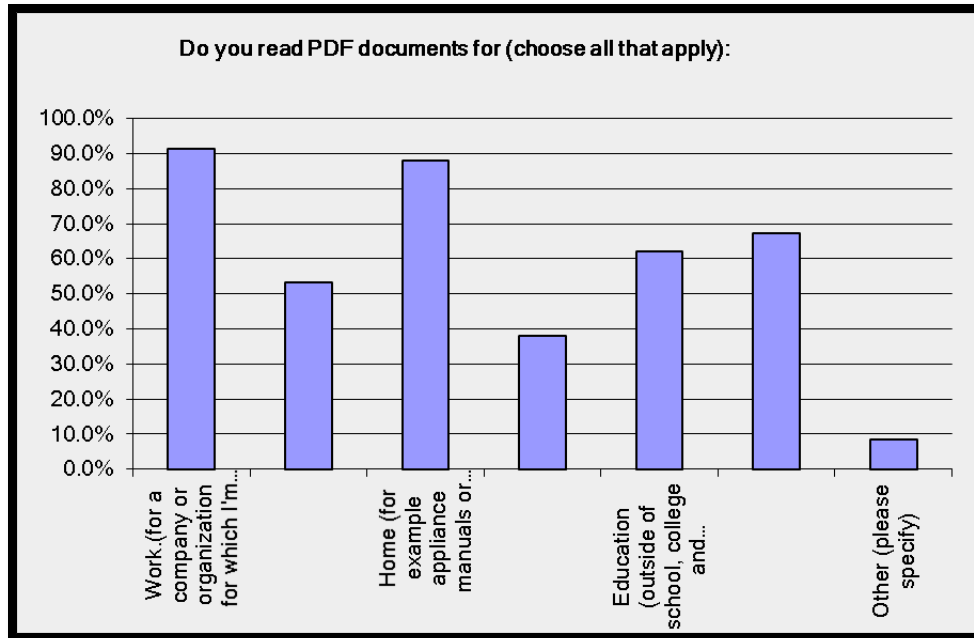


Figure 10 When do you read PDF documents, question 12

### If you answered “Other” please specify:

The responses for those who answered “other” are listed below.

- Typically this category would include legal documents, contracts, invoices, and other reports, often relating to home maintenance.
- governmental services, legislative/legal advocacy, Job searching
- Fill out forms
- My daughter's high school homework
- I'm a PDF internals expert - it is a requirement for my day-job to understand how PDFs are built and used.

## What types of PDF documents do you read for work (Question 13)

The rest of the question reads: (including volunteer work)? Choose all that apply.

This question provides more specific information about the types of PDF documents accessed in a work environment.

Table 11 What type of PDF documents do you access for work, question 13

Possible Answers	Response Percent	Response Count
<b>Don't read PDF at work.</b>	3.4%	2
<b>Reports.</b>	87.9%	51
<b>Employment applications.</b>	39.7%	23
<b>Pension information.</b>	31.0%	18
<b>Health plan information.</b>	51.7%	30
<b>Human Resources information.</b>	58.6%	34
<b>Form letters.</b>	48.3%	28
<b>Memos.</b>	41.4%	24
<b>Payroll information.</b>	36.2%	21
<b>Agendas for meetings.</b>	50.0%	29
<b>Documents sent to you from outside the organization. For example, drafts for contracts or non-disclosure agreements.</b>	84.5%	49
<b>Fillable forms.</b>	77.6%	45
<b>Other (please specify)</b>	22.4%	13

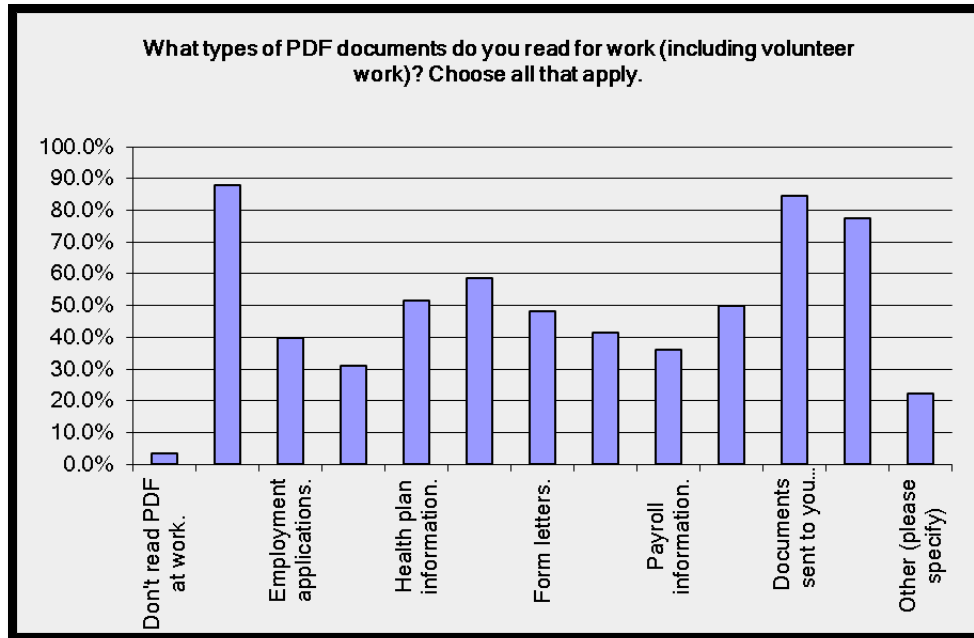


Figure 11 What type of PDF documents do you access for work, question 13

### If you answered “Other” please specify:

The responses for those who answered “other” are listed below.

- related with my professional
- Documents for children's education
- Software manuals and other documentation.
- course information, student course guides, all organisational procedures and guides, training materials, scanned PDF through the email system.
- Documents scanned in by printer by staff including from the Minister's office. Some of these have been scanned in using OCR function, others have not. Unless the organisation has an explicit policy to mandate OCR (e.g. all printers are set to default OCR including Minister office) then in my experience attempts by staff to request a universal change can lead to adverse action the employee with disability as the employer does not want their mistakes known.
- I am an accessibility consultant and we have done a few PDF audits for government organizations. In such projects I see many PDF documents that are not really required for me personally to read, but that I need to audit for accessibility issues.
- Contracts, bank statements, invoices

- educational & trainings
- Documentation
- Manuscripts and journal articles
- I work in the transactional print industry - where our PDFs are between 1 and 1m pages.
- Flyers, brochures, and other promotional materials
- "Leaflets, menus, brochures. Any type of information made available on a public web site.
- Invoices, bank statements, insurance proposals and policies, accounts etc encountered in the course of running a business."

## What types of PDF documents do you read at home? (Question 14)

The rest of the question reads: Choose all that apply.

This question provides more specific information about the types of PDF documents accessed in a home environment.

Table 12 What type of PDF documents do you access at home, question 14.

Possible Answers	Response Percent	Response Count
<b>Don't read PDF at home.</b>	3.4%	2
<b>Cookbooks/recipes.</b>	41.4%	24
<b>Financial or bank statements.</b>	81.0%	47
<b>Medical information (for example, instructions for a medical procedure).</b>	51.7%	30
<b>Prescription information.</b>	22.4%	13
<b>Appliance manuals.</b>	81.0%	47
<b>Bills.</b>	67.2%	39
<b>Letters from utility companies.</b>	46.6%	27
<b>Information from volunteer committees (including reports and agendas).</b>	36.2%	21
<b>Contracts. For example, life insurance, rental agreements or lease agreements.</b>	51.7%	30
<b>Fillable forms.</b>	60.3%	35
<b>Other (please specify)</b>	13.8%	8

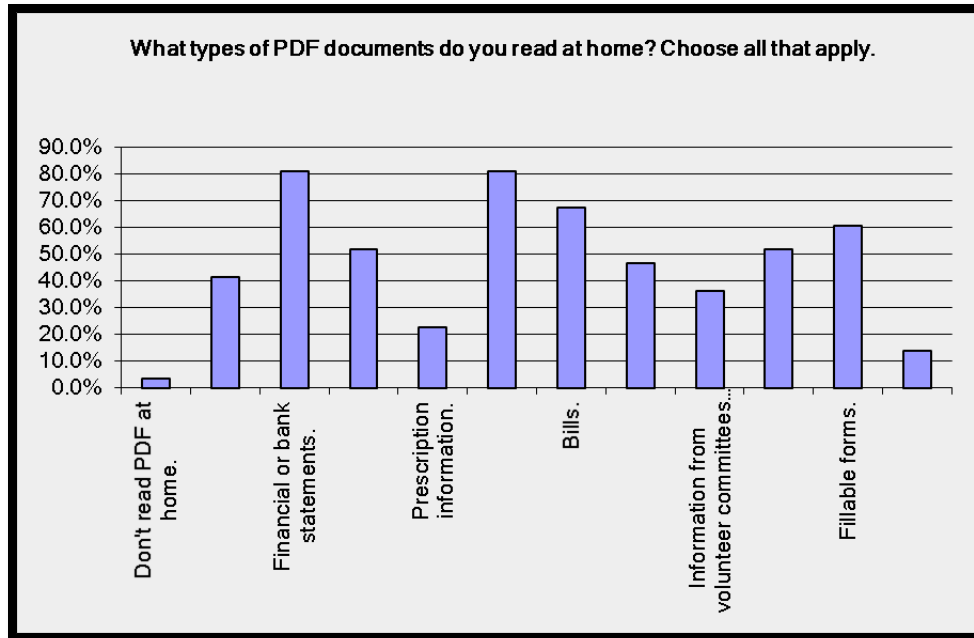


Figure 12 What type of PDF documents do you access at home, question 14.

### If you answered “Other” please specify:

The following is a list of “other” types of documents identified by respondents.

- Reports such as energy audits, other miscellaneous documents from contractors, etc.
- School newsletter
- When I’m forced to
- Documentation
- online books, tutorials
- software manuals, hardware manuals
- Woodworking articles and plans
- Non fillable forms

## What types of PDF documents do you read for education? (Question 15)

The rest of the question reads: (including lifelong learning outside of school, college and university) Choose all that apply.

This question provides more specific information about the types of PDF documents accessed in an educational environment such as primary, secondary or tertiary education.

Table 13 What types of PDF documents do you access for education, question 15.

Possible Answers	Response Percent	Response Count
<b>Don't read PDF for education</b>	10.3%	6
<b>Books</b>	67.2%	39
<b>Textbooks</b>	51.7%	30
<b>Course packs (articles gathered by the instructor)</b>	46.6%	27
<b>Tests/exams</b>	27.6%	16
<b>Course content such as Word or PowerPoint documents converted to PDF</b>	63.8%	37
<b>Digital library articles/journal articles</b>	65.5%	38
<b>Scientific papers</b>	48.3%	28
<b>Other (please specify)</b>	8.6%	5

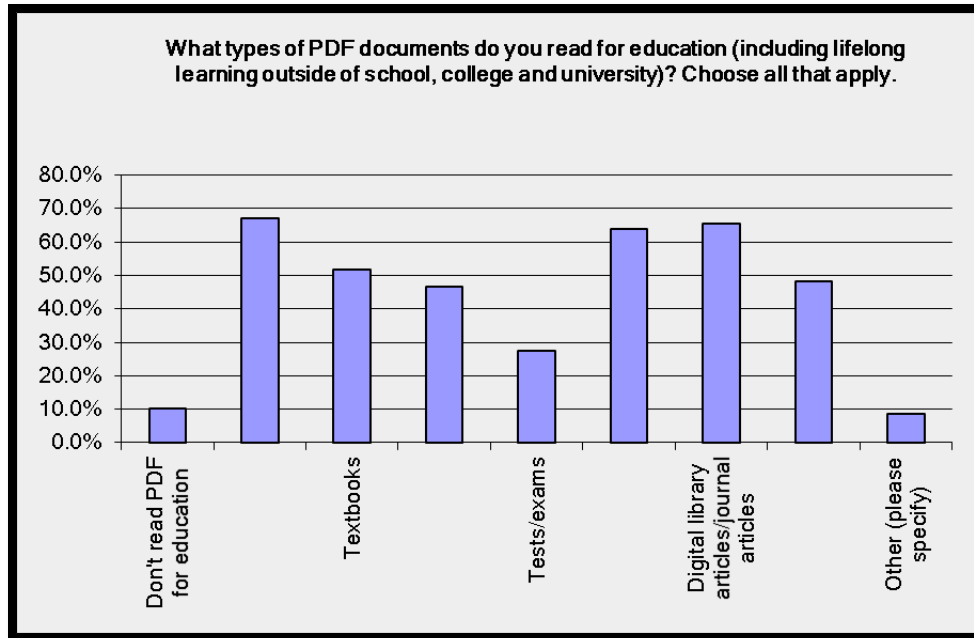


Figure 13 What types of PDF documents do you access for education, question 15.

### **If you answered “Other” please specify:**

The following is a list of “other” types of documents identified by respondents.

- course guides, subject lists.
- When I'm forced to because we have to post "common" formats
- Homework assignments
- 500 to 1000 page books about programming, servers and networking.
- Standards information and tutorials.



## What types of PDF documents do you read for leisure? (Question 16)

The rest of the question reads: Choose all that apply.

This question provides more specific information about the types of PDF documents accessed for leisure.

Table 14 What types of PDF documents do you access for leisure, question 16.

Possible Answers	Response Percent	Response Count
<b>I don't read PDF documents for leaisure</b>	19.0%	11
<b>Newspapers or magazines</b>	39.7%	23
<b>Novels</b>	34.5%	20
<b>Government proceedings (local, provincial/state or federal)</b>	36.2%	21
<b>Legislation that might affect you or that you are interested in</b>	41.4%	24
<b>Books, magazines or similar for my hobby</b>	60.3%	35
<b>Travel brochures including package and hotel information</b>	48.3%	28
<b>Travel - tickets (For example, airline, train or bus tickets sent as PDF)</b>	50.0%	29
<b>Other (please specify)</b>	3.4%	2

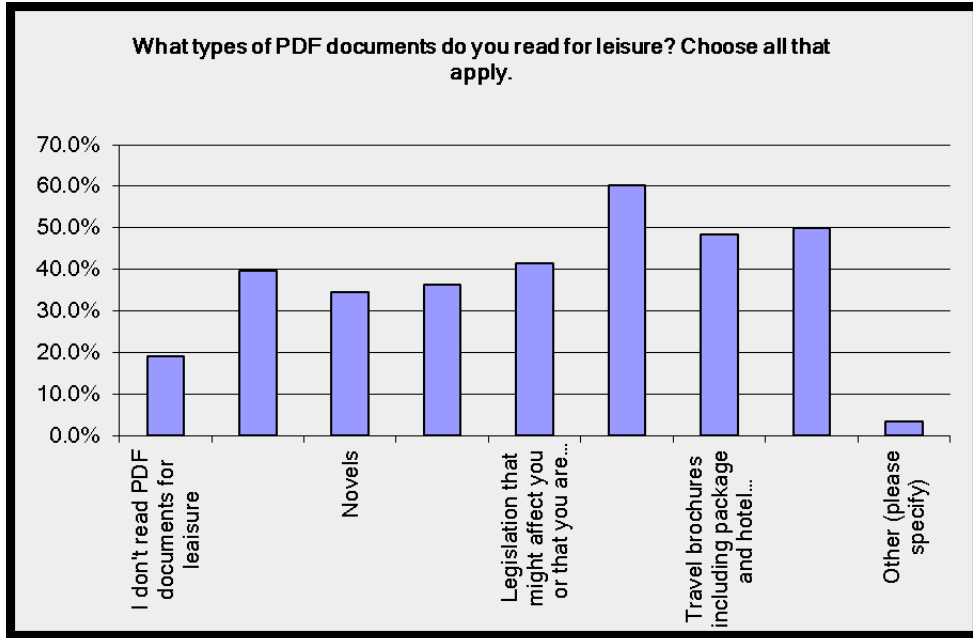


Figure 14 What types of PDF documents do you access for leisure, question 16.

**If you answered “Other” please specify:**

The following is a list of “other” types of documents identified by respondents.

- Manuals for amateur radio, manuals for entertainment equipment, etc.
- Bus schedules

## What is your estimate of how many PDF documents you read are scanned documents? (Question 17)

The rest of the question reads: If you use adaptive technology and open a PDF document that has been scanned but not made accessible, you may get a warning message indicating that the document is scanned and needs text recognition. This question relates to these types of documents where those using adaptive technology are told the document is scanned, not documents that are scanned and have been made accessible.

For this question, I forgot to add the first category of 0-10%.

Table 15 What is your estimate of how many PDF documents you read are scanned, question 17.

Possible Answer	Response Percent	Response Count
<b>0 - 10%</b>	19.0%	11
<b>10 to 20%</b>	24.1%	14
<b>20 to 30%</b>	22.4%	13
<b>30 to 40%</b>	15.5%	9
<b>40 -50%</b>	6.9%	4
<b>More than 50%</b>	8.6%	5
<b>I don't know.</b>	3.4%	2

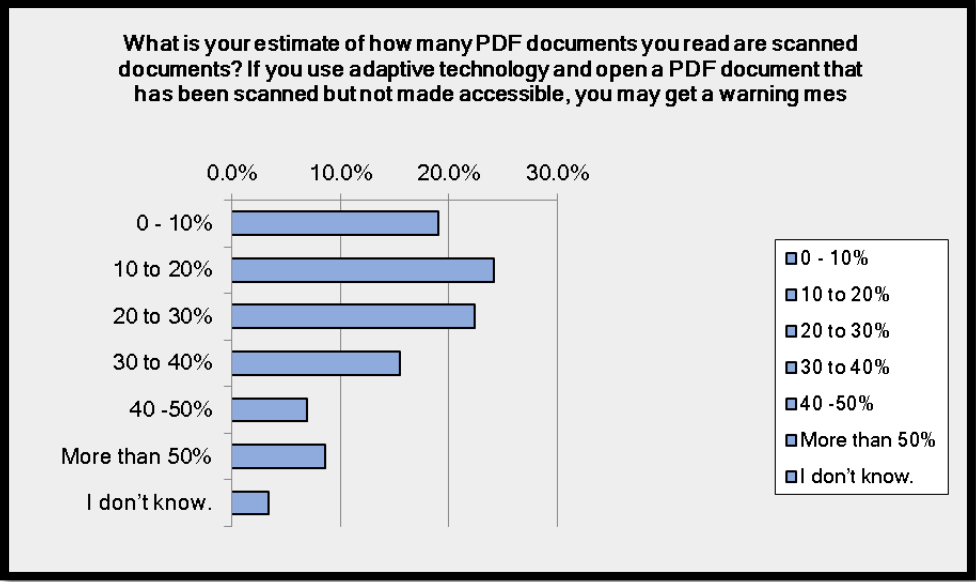


Figure 15 What is your estimate of how many PDF documents you read are scanned, question 17.

## What is your estimate of how many tagged PDF documents you read are not tagged correctly (Question 18)

The rest of the question reads: (you cannot read the contents of them logically or find content easily). Tagged PDF provides access to content in a PDF document for someone using adaptive technology such as a screen reader or Text-to-Speech tools. Without Tags, PDF documents are not accessible to people who use adaptive technology. A document that may not read correctly may not have headings, lists might not be identified as lists, tables might not make sense, the flow of the content might not make sense...these are the types of issues this question relates to.

Table 16 What is your estimate of how many PDF documents you read are not tagged correctly, question 18.

Answer Options	Response Percent	Response Count
<b>0% to 10%</b>	6.9%	4
<b>10 to 20%</b>	13.8%	8
<b>20 to 30%</b>	10.3%	6
<b>30 to 40%</b>	5.2%	3
<b>40 -50%</b>	8.6%	5
<b>More than 50%</b>	48.3%	28
<b>I don't know</b>	3.4%	2
<b>I don't use adaptive technology, but I do have a disability.</b>	3.4%	2

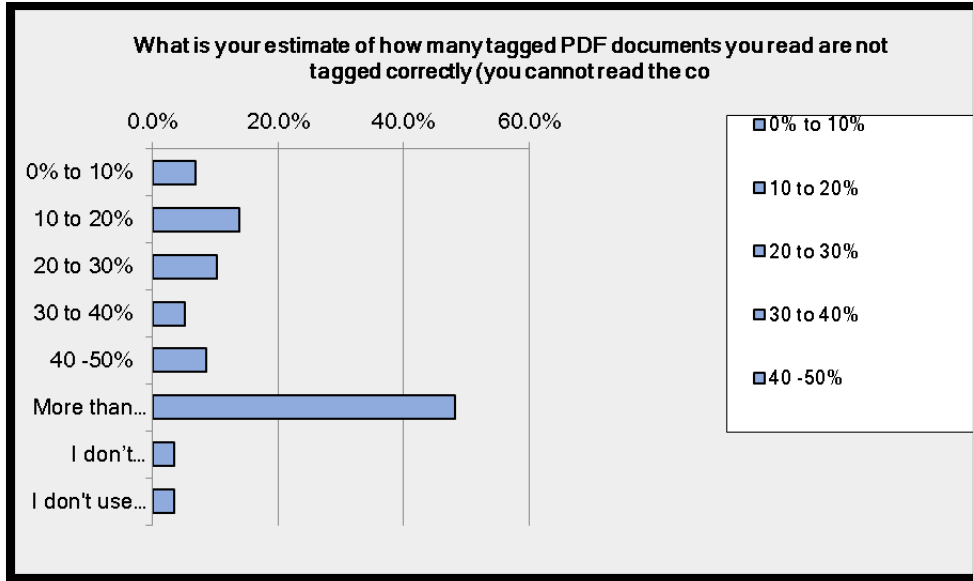


Figure 16 What is your estimate of how many PDF documents you read are not tagged correctly, question 18.

## What adaptive technology do you use on a Windows based device? (Question 19)

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

Table 17 What adaptive technology do you use on a Windows device, question 19.

Possible Answers	Response Percent	Response Count
<b>I don't use a Windows based device</b>	8.6%	5
<b>I don't use adaptive technology</b>	20.7%	12
<b>Screen reader</b>	62.1%	36
<b>Text-to-Speech tool - TTS is not as verbose as a screen reader and is typically used by someone with a learning or cognitive disability or by someone using screen magnification who only requires some auditory feedback...not as much as a screen reader would provide.</b>	6.9%	4
<b>Voice recognition</b>	19.0%	11
<b>Screen magnification.</b>	22.4%	13
<b>Screen magnification with screen reading.</b>	6.9%	4
<b>Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader and provides auditory feedback primarily on the document and not so much on the user interface/application</b>	3.4%	2
<b>Touch screen</b>	24.1%	14
<b>Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device)</b>	5.2%	3

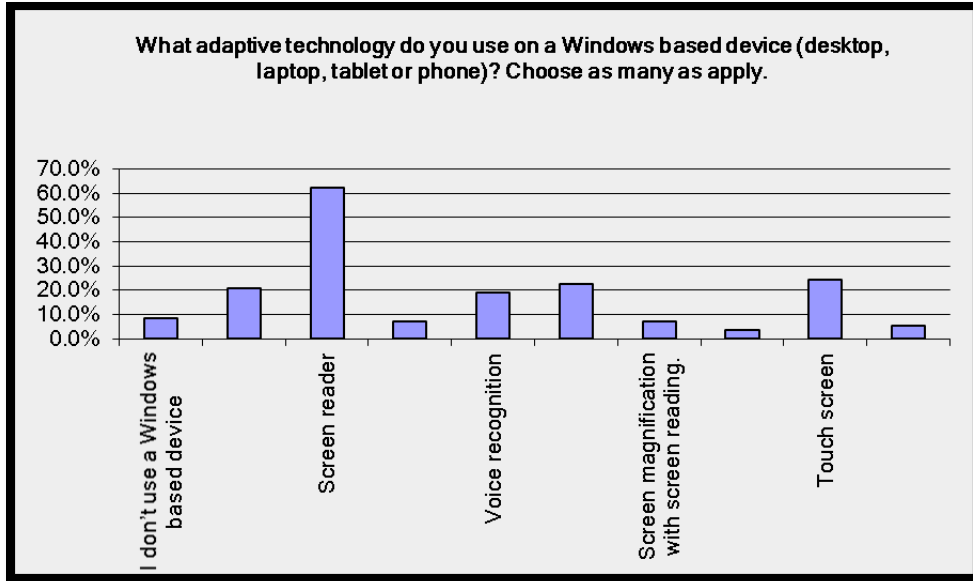


Figure 17 What adaptive technology do you use on a Windows device, question 19.

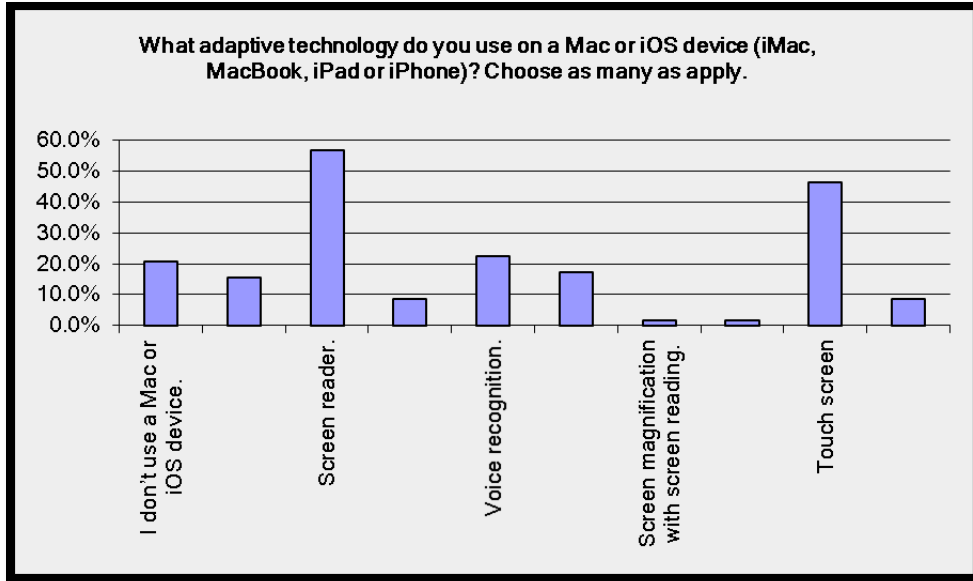


## What adaptive technology do you use on a Mac or iOS device? (Question 20)

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

Table 18 What type of adaptive technology do you use on a Mac/iOS device, question 20.

Possible Answer	Response Percent	Response Count
<b>I don't use a Mac or iOS device.</b>	20.7%	12
<b>I don't use adaptive technology</b>	15.5%	9
<b>Screen reader.</b>	56.9%	33
<b>Text-to-Speech tool - TTS is not as verbose as a screen reader and is typically used by someone with a learning or cognitive disability or by someone using screen magnification who only requires some auditory feedback...not as much as a screen reader would provide.</b>	8.6%	5
<b>Voice recognition.</b>	22.4%	13
<b>Screen magnification.</b>	17.2%	10
<b>Screen magnification with screen reading.</b>	1.7%	1
<b>Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader and provides auditory feedback primarily on the document and not so much on the user interface/application</b>	1.7%	1
<b>Touch screen</b>	46.6%	27
<b>Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).</b>	8.6%	5



**Figure 18** What type of adaptive technology do you use on a Mac/iOS device, question 20.

## What adaptive technology do you use on an Android device? (Question 21)

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

Table 19 What type of adaptive technology do you use on an Android device, question 21.

Possible Answers	Response Percent	Response Count
<b>I don't use an Android device.</b>	53.4%	31
<b>I don't use adaptive technology</b>	19.0%	11
<b>Screen reader.</b>	15.5%	9
<b>Text-to-Speech tool - TTS is not as verbose as a screen reader and is typically used by someone with a learning or cognitive disability or by someone using screen magnification who only requires some auditory feedback...not as much as a screen reader would provide.</b>	3.4%	2
<b>Voice recognition.</b>	10.3%	6
<b>Screen magnification.</b>	12.1%	7
<b>Screen magnification with screen reading.</b>	1.7%	1
<b>Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader and provides auditory feedback primarily on the document and not so much on the user interface/application</b>	3.4%	2
<b>Touch screen</b>	24.1%	14
<b>Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).</b>	8.6%	5

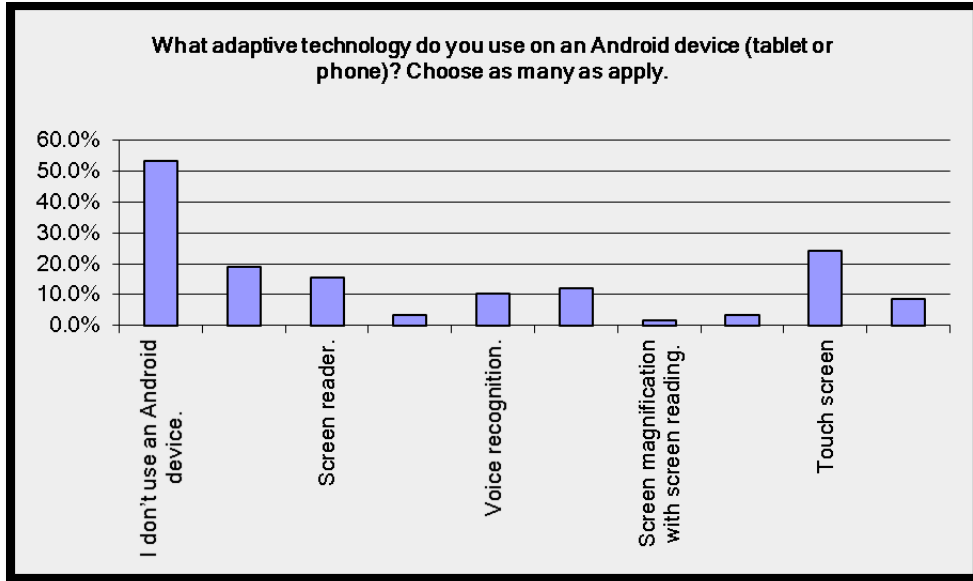


Figure 19 What type of adaptive technology do you use on an Android device, question 21.

## What other specific devices do you read PDF documents on? (Question 22)

The rest of the question reads: (For example, HumanWare Victor Reader Stream.) This is an optional question.

Table 20 What other types of devices do you access PDF with, question 22.

Description	Total
Baum VarioUltra	1
braille display	1
Braille Sense	1
BrailleNote Touch	1
BrailleSense U2	1
HumanWare BrailleNote Apex	
HumanWare Victor Reader Stream	4
iPad	1
iPhone	4
Open Book software by Freedom Scientific (OCR based reading package with speech output)	1
Plextor Pocket	1
Read and Write Gold	1
Surface Laptop	2
Windows Laptop	1

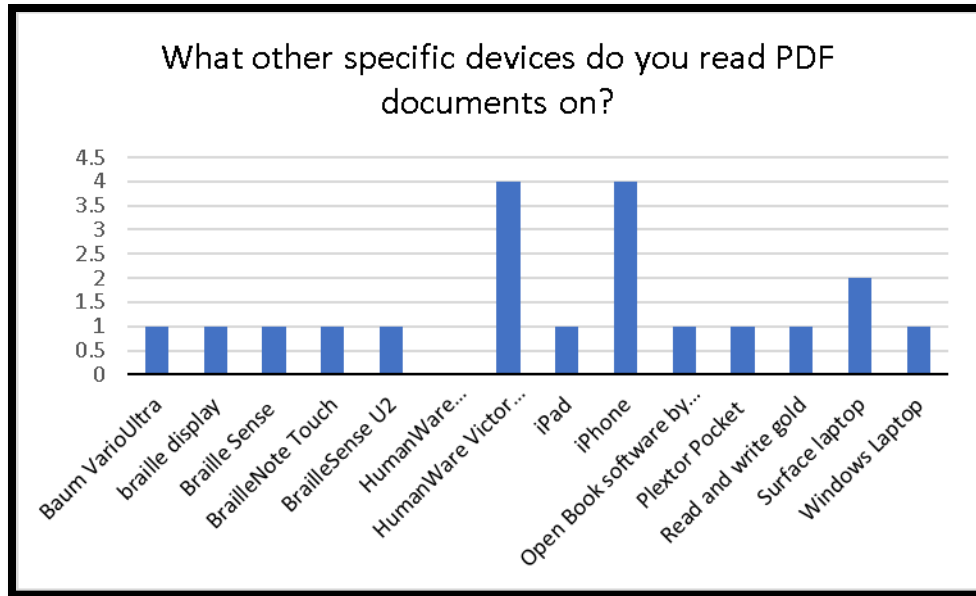


Figure 20 What other types of devices do you access PDF with, question 22.

## What applications other than Adobe Reader or Adobe Acrobat do you use to read PDF documents? (Question 23)

The rest of the question reads: This is an optional question.

81 respondents answered this question. The answers have been distilled to present in a table and chart.

Table 21 Applications other than Adobe Acrobat/Reader used to access PDF documents, question 23.

Description	Total
Adobe Reader inside browser	1
Chrome plug-in	1
Foxit Reader	1
Google PDF Viewer	1
iAnnotate (app)	1
iBooks	4
iBooks on iOS.	1
iPhone app: Voice Dream Reader	3
JAWS OCR	1
KNFB Reader	3
Kurzweil 1000	2
Kurzweil 3000 (TTS software)	1
Mac iOS Speak Screen	1
Mac TTS	1
MS Word	1
Natural Reader	1

Description	Total
<b>Office 365</b>	1
<b>PDF Architect</b>	1
<b>PDF in iOS</b>	1
<b>PDF X-Change Reader</b>	1
<b>Phantom PDF (sometimes helps fix)</b>	1
<b>Preview</b>	2
<b>QRead</b>	3
<b>Read and Write gold</b>	1
<b>Sometimes I open pdf documents from a browser such as Internet explorer or Firefox</b>	1
<b>Sumatra</b>	2



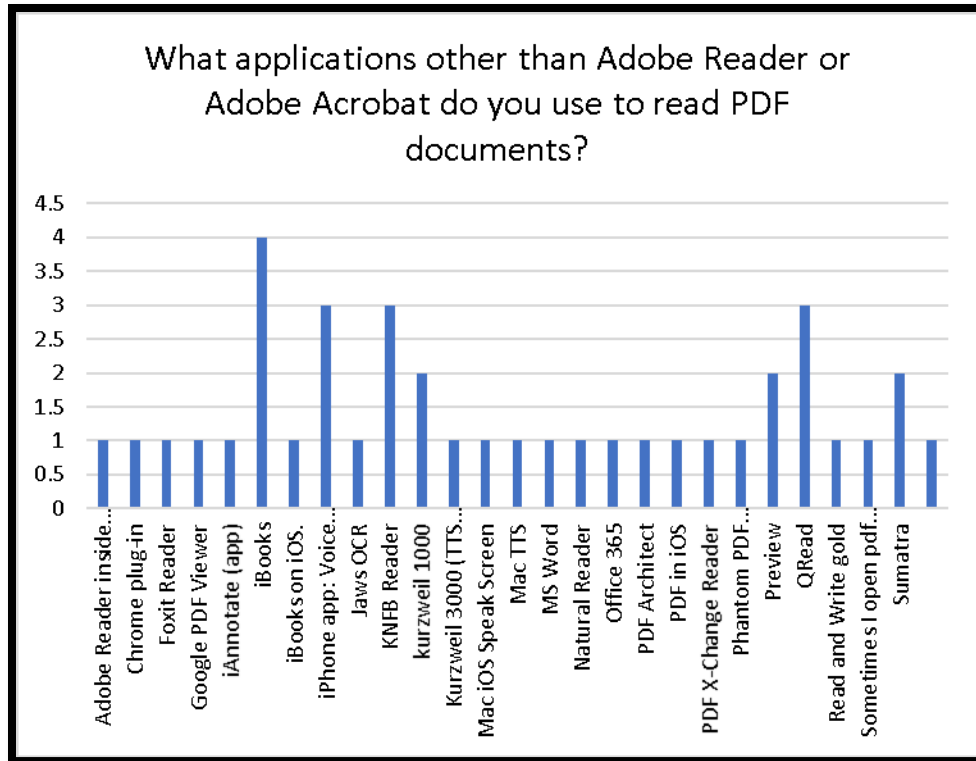


Figure 21 What applications other than Adobe Reader or Adobe Acrobat do you use to read PDF documents?  
Question 23.

## When you access a PDF document in Adobe Reader or Adobe Acrobat, what are your frustrations? (Question 24 )

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

Table 22 What are your frustrations in accessing PDF documents in Adobe Acrobat/Reader, question 24.

Respondent	Responses
5126707940	N/A
5124479555	scanned pdf's that I can't read; untagged or badly tagged pdf's; that I can't right a search string in long pdf documents to resume reading at a particular page.
5121808187	Access to a search engine for more information of a term or word
5121075914	A lot of times, the PDF is broken in such a way that a screen reader may only read one word on a line. Also, sometimes Adobe Reader can be sluggish and unresponsive.
5120864402	I read all PDF documents using iBooks, iOS Mail, or when needing to OCR, KNFB Reader.
5120294550	Frustrations include all of the following: scanned documents that don't read with a screen reader, untagged documents that read in a nonsensical order, characters that are jammed together so that it is difficult to pick out individual words, payroll documents that are absolutely unviewable with a screen reader (i.e. impossible to read or print), and documents that are partially readable. The worst issues seem to exist with appliance manuals where the readability is nearly always poor.

Respondent	Responses
5120267628	Headings, lists, tables, and other elements are usually not tagged. Table information is presented linear by column
5120218053	NA.
5120208777	N/A
5120189280	in no particular order. scanned documents which I will not likely be able to read. While acrobat pro has some ocr capability, results vary widely. in some contexts, particularly bills etc, lack of tagging can make content almost unusable.. will tackle things like life cycle forms in a separate question.
5119734194	Time taking
5119719244	N/A
5119672453	Receiving a scanned PDF. Having to recognise it and losing either context or layout making the document hard to read and understand. More than 50% of the time (and this is daily in my job), I have to read PDF files that open but I cannot remove the security so am unable to read using a screen reader. This is my major frustration. Not being able to complete a form created as a PDF using a screen reader. Files not being tagged properly making information run together which makes no sense when using a screen reader. Student course guides in my organisation are renowned for this.
5119294790	N/A

Respondent	Responses
5119249445	I don't like how sometimes it doesn't tag my MS Word document (that's accessible and properly tagged) correctly.
5119245893	Having to remember all the different steps to get the screen reading program I amusing to test the PDF with
5119091946	Content out of order; symbols bullets not read properly
5119059576	Using Jaws, when I press CTRL + Page Down to go to the next page, the Jaws focus is placed in the middle of the page. NVDA on the other hand, places focus at the beginning of the page, where it should be. Many PDF files, especially publisher files, have ligatures which screen readers have issues with. For example, often words with the letters "fi" together are read by a screen reader as if they have a space after the "fi". So, the word "difficult" is read by a screen reader as "diffi" "cult". I seldom come across PDFs that use heading styles, so navigation is tedious. Many PDFs have the reading order all out of whack, so figures or sidebars get read in the middle of a paragraph.
5119006174	Not Tagged properly or not accessible
5118971513	Connection problems
5105042593	- sometimes the read out loud skips the dot points - when the document has not been scanned in using OCR on the printer, it is an image document and not accessible - doesn't seem to be accessible on mobile devices i.e.. the read out loud function
5098062911	The designers have no idea about how to tag using InDesign so that exporting the accesibilidad to the PDF document

Respondent	Responses
<b>5096423113</b>	Analyzing a document if it isn't tagged can take a while. Rendering large documents is sometimes unresponsive. When moving focus away from Adobe Reader, sometimes the reading position is lost when returning. However, the biggest frustration is just the result of untagged/badly tagged documents.
<b>5096363246</b>	most pdf's are not tagged. Since I use a screenreader, adobe reader proposes the reading order. It can take time for long documents to be processed. This is not saved so next time I re-open the same file the process has to restart
<b>5095859756</b>	Column format requires scroll down and up to read all content on the same page. Links aren't always active Content is ignored by screen reader Incorrect information is read out by screen reader
<b>5095286962</b>	Difficulty in accessing menus, navigation with screen reader
<b>5091103896</b>	When I can't copy text. And any PDF forms are always terrible
<b>5089773887</b>	trying to copy text from a PDF when it is just a scanned document
<b>5089642923</b>	It is frustrating if a document hasn't been tagged, as navigational keystrokes cannot be used. If it has not been formatted properly, text can be incredibly difficult to read with a screenreader, as it will read the text as if there were no spaces between words, no line/paragraph breaks etc. If the document is a scanned image, the frustration is obvious: the document is simply impossible to read.
<b>5089262653</b>	Slow, cumbersome and I can't do anything on my computer while Adobe is loading the document. Can't navigate easily.

Respondent	Responses
<b>5089227847</b>	Charts that are not using long descriptions to describe, badly structured tables, column formats with embedded images that screw up the sequencing, the files being so damn big that my not so great bandwidth chokes
<b>5089057810</b>	Sometimes it takes too long to load. It doesn't reflow on mobile.
<b>5086776608</b>	-sometimes font color is a faded gray -scanned as image -untagged -pdfs older than 2013 charts and graphs are not placed as logically as they are in the newer pdfs. -tables (would like to have an option that makes these available in a linear format)
<b>5086110912</b>	I often encounter PDF files that show one word per line on my braille display. Sometimes, changing the reading order helps and sometimes it doesn't. I also have trouble finding text. It almost never seems to work.
<b>5083886459</b>	NA
<b>5083467279</b>	8 out of 10 times, the document does not open and I have to try again. The text in columns is scrambled together rendering the document unreadable. The breakup of words across multiple lines is frustrating. Such as: the word, chocolate, broken on 6 or 7 lines with a letter or two on each consecutive line. I don't like to use pdf for material that I have to reference or open often because it takes too long for pdf docs to open and they don't reliably open the first time.
<b>5082499430</b>	Exceptionally poor keyboard accessibility, non standard buttons and menus, low contrast adobe dialogs, slow and crash-prone software. And lack of reflow is really, really hard for reading.

Respondent	Responses
<b>5082425972</b>	Inability to use tracked changes, comments, and other collaborative features that my colleagues regularly use and that I am also expected to use for my job. (Have to work in Word instead.)
<b>5082329860</b>	When using JFW17 and IE11 (my most typical combination), often, PDFs will not open in the browser. It really helps when a link is identified as a PDF so I can download the file immediately, and open it in Acrobat. It's really annoying to me that, at least for me, trying to "back" with IE doesn't seem to work, so I have to close the browser and then go back to where I was in order to download the file. Sometimes, Firefox seems to work more smoothly, but generally, this frustration has been the case for years.
<b>5077517675</b>	Frustrations primary come from the document creator rather than the Acrobat/Reader product itself. The problem I have with Acrobat & Reader stems from poor UI design choices rather than an inherent accessibility related issue.
<b>5075461461</b>	Tags don't fully convert from MS Office Acrobat Accessibility is very cumbersome to use Accessibility Wizard does not tag correctly just tags P tags
<b>5075419757</b>	I am frustrated by how so few people understand the importance of proper tags. Although it doesn't personally affect me, it affects those that I love and care for.
<b>5075266155</b>	tables, no headings, reading order

Respondent	Responses
<b>5074428805</b>	I dislike when tables of contents wrap to a new line when visually the article and the page it starts on are on the same line. I dislike when pressing Enter on a link does not scroll the page into focus properly. I dislike when tables are not tagged properly with table headings to assist a screen reader in speaking the column heading. I dislike when words are either combined or cut off during the tagging process of large documents. This makes it difficult to read especially when learning a programming language. I hate when filling out certain governmental documents, JAWS conflicts with javascript and either JAWS or Adobe crash.
<b>5073536091</b>	N/A
<b>5072717062</b>	N/A
<b>5072071615</b>	Sometimes JAWS does not read properly tagged documents correctly
<b>5071869907</b>	many more documents are showing up out of order i am seeing finding more documents that start on some random page and then jump all over place. also i find to many documents have words that are strung together and or have been ocred improperly and make no it hard to understand
<b>5071795806</b>	N/A
<b>5071607919</b>	If using read aloud, no ability to determine how abbreviations are pronounced. No ability to fill out form on-line
<b>5071482061</b>	Tags are missing or are not correct



Respondent	Responses
5071480574	Scanned documents are hard to read sometimes
5071464483	sometimes I just see the first page, and don't realize (because Adobe doesn't alert me) that there are more pages. In instances where the document doesn't continuously read, I have to use control shift N repeatedly to go from page to page. I also wish it was easier for me as a blind person to fix pdf documents myself. I have learned to do some of this, but it is difficult.
5071462418	My biggest problem is the "alert empty document" error message
5071387962	1. Untagged file, means waiting for screenreader and PDF reader to make best guess at structure; 2. Any PDF when fancy font hasn't been embedded, resulting in dots and symbols rather than text; 3. Tagged PDF where all content has been turned into artefacts ... no content at all! 4. Large files only allow reading one page. Lack of continuous reading, although I've changed Adobe Reader settings to avoid this, it seems to change back from time to time.
5071301211	Scanned documents, forms that cannot be completed electronically
5071167759	scanned image; not text selectable poor quality of scans like rotated, bad contrast, bad font, text cut off, etc...
5071165097	N/A

## When you access a PDF document using another application what are your frustrations? (Question 25)

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

Table 23 What are your frustrations in accessing PDF documents in other applications, question 25.

Respondent	Responses
5126707940	N/A
5124479555	N/A
5121808187	NA
5121075914	Preview on the Mac does not allow someone with a screen reader to easily navigate the document. It is one giant block of text that can only be navigated by word. The application itself is not easy to use and is not intuitive.
5120864402	iBooks has complications reading by line, word, and character in PDF. Same with iOS Mail.
5120294550	When accessing PDFs through Open Book or the Convenient OCR feature of JAWS, the biggest problems are an inability to properly figure out the reading order and recognition errors that often reduce the readability of the document to an unusable level.
5120267628	I don't seriously expect other applications to do a better job of reading pdf's than the native ones.
5120218053	When using Preview, document layout is sometimes illogical and hard to make out.

Respondent	Responses
5120208777	N/A
5120189280	pretty much the same issues as above. I am specifically not touching adobe reader for mac here as despite their claims that they have made it accessible this is not really my experience
5119734194	N/A
5119719244	N/A
5119672453	Opening PDF using Internet Explorer using a screen reader: Cannot get past security to read the document.
5119294790	N/A
5119249445	N/A
5119245893	Read and write is uses different commands then Natural Reader or NVDA
5119091946	N/A
5119059576	Many of the issues mentioned above for Adobe PDF files also pertain to PDFs read in Preview on the Mac. In addition, even a nicely formatted and accessible PDF file that is easy to read with Adobe in Windows, is difficult to read on a Mac using Preview. In fact, PDFs are difficult to read in Adobe on the Mac as well. Even if the PDF has headings that are easy to navigate in the windows environment, that same PDF does not allow for heading navigation using VoiceOver on the Mac in either Preview or Adobe Reader.

Respondent	Responses
<b>5119006174</b>	N/A
<b>5118971513</b>	Frustrating when I can't read a document or send one
<b>5105042593</b>	My current government workplace tells me that the accessibility features in PDFs conflict with Zoomtext Screen Reader and Magnifier. Thus, they turned off accessibility for PDF documents to stop this issue. However, this is the first workplace I have had this issue - I have worked with five other government agencies. There are lots of other compatibility issues I have experienced with this agency's systems interfacing with Zoomtext that affects my productivity. - the accessibility function of read out loud does not seem to work when the PDF has been opened in a nested window in internet explorer. Thus, I have to save the PDF to my desktop and then open.
<b>5098062911</b>	N/A
<b>5096423113</b>	N/A
<b>5096363246</b>	N/A
<b>5095859756</b>	N/A
<b>5095286962</b>	Navigating a document on my iPhone, either in iBooks or KNFB Reader, is clunky, tedious without a keyboard
<b>5091103896</b>	N/A
<b>5089773887</b>	N/A

Respondent	Responses
<b>5089642923</b>	Similar frustrations to adobe arise if the PDF has not been properly tagged and formatted. If an application like KNFB is recognising text of a PDF image, this can also be frustrating as it is not always accurate.
<b>5089262653</b>	N/A
<b>5089227847</b>	N/A
<b>5089057810</b>	Do not use other applications
<b>5086776608</b>	Kurzweil 3000 does a great job working with most pdfs. (has Abbyy fine reader working the OCR) however, if i want to convert the document to txt or .doc then the formatting often needs a clean up if i need to reuse the info.
<b>5086110912</b>	The only other application I regularly use is iOS. It seems to do a good job reading pdfs. But I don't even try to find text.
<b>5083886459</b>	N/A
<b>5083467279</b>	N/A
<b>5082499430</b>	By preference I use SumatraPDF, which fixes all of the above, but can't do screenreading, form fill, or document signing. And lack of reflow is really, really hard for reading.
<b>5082425972</b>	When I open a PDF in Word, it loses much of the formatting (and advanced comments and annotations.

Respondent	Responses
5082329860	N/A
5077517675	N/A
5075461461	MS Office not fully compatible with PDFs Very time consuming to modify documents
5075419757	N/A
5075266155	N/A
5074428805	N/A
5073536091	PDFs within browsers lack navigation found in Acrobat
5072717062	N/A
5072071615	N/A
5071869907	if i am on a computer that is not set to open pdf in acrobat i find it impossible to read the content at all some times i.e. will show me the text of the pdf file but fire fox is a no go ever i always try and read in acrobat as its the only way most times
5071795806	N/A
5071607919	Opening in browser without having all the controls I need.

Respondent	Responses
<b>5071482061</b>	They are not practical many times on a smart phone
<b>5071480574</b>	N/A
<b>5071464483</b>	Using JAWS and opening a pdf from a website, I only here the "parent document button". for a long time I had know idea that I could no longer open a pdf document by simply clicking on it online. I wish there had been some kind of warning or instruction saying that I had to save the document and open it in Adobe; or some such. and I also wish that simply opening the pdf from my browser would simply work as it should.
<b>5071462418</b>	N/A
<b>5071387962</b>	No frustrations after finding out how to force opening in PDF Reader. Before that PDF opened in a browser shell. This seemed to disable keyboard access to toolbars and disabled Backspace as the Back button. Google Chrome still seems to do this, so I don't use Chrome.
<b>5071301211</b>	Mac default reader does not work with live cycle docs
<b>5071167759</b>	Name of the document; ease of moving the PDF from one iOS application to another (email to Kindle app for example)
<b>5071165097</b>	N/A

## What does work well for you when you open a PDF document in Adobe Reader or Adobe Acrobat? (Question 26)

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

Table 24 What does work for you when accessing PDF documents in Adobe Acrobat/Reader, question 26.

Respondent	Response
5126707940	shut it down
5124479555	If it's been tagged properly it's fine.
5121808187	All OK with the new Reader DC
5121075914	The application will sometimes try to make the document easier to read.
5120864402	I do not use Adobe.
5120294550	If the document is properly tagged, then it always works. The real issue here is that about 90% of the time, the authors of the document fail to properly tag their documents. This is a problem with both commercially produced documents and government documents. I've seen some very poorly tagged documents from New York State itself. The Adobe Reader is probably able to reasonably infer reading order about two thirds of the time.
5120267628	Reading from top to bottom, navigating by page,
5120218053	N/A



Respondent	Response
<b>5120208777</b>	Searching
<b>5120189280</b>	if a document is tagged well, it pretty much all works. links work often even in documents which are not tagged correctly. if a document has no structure, all the issues identified above apply and it can range from not really mattering to content being almost unusable.
<b>5119734194</b>	N/A
<b>5119719244</b>	Everything works well
<b>5119672453</b>	If the document has been tagged well, does not include screen shots or unexplained images of import and is not locked down.
<b>5119294790</b>	N/A
<b>5119249445</b>	I appreciate the Make Accessible Wizard and the Accessibility Checker
<b>5119245893</b>	As long as I can remember which commands to use with which program everything works just fine
<b>5119091946</b>	I do like images stay where they were originally
<b>5119059576</b>	Some PDFs are quite nice to navigate. They use heading styles that make it easy to navigate. Some even have a table of contents that allow the user to click on a specific chapter or section of the document, and jump directly to that chapter or section. These types of PDFs, unfortunately, are few and far between.

Respondent	Response
5119006174	Renders accessible
5118971513	Documents can be clear
5105042593	I love the read out loud function.
5098062911	To be tagged.
5096423113	Usually reading a document works, minus the issues given above.
5096363246	when it is done correctly, it is nice to fil in pdf forms or to browse through tagged documents
5095859756	N/A
5095286962	When it just starts reading from the top, when images are given alt text
5091103896	That it's printable
5089773887	N/A
5089642923	Reading a PDF works well when it has been tagged correctly, as it ensures I'm able to navigate the document using navigational keystrokes.
5089262653	N/A

Respondent	Response
5089227847	well, they load? and if they are simple and tagged they are usually OK
5089057810	Nothing. I hate PDF.
5086776608	read aloud features are minimal. the activation is slow. there is no notice that tells you it's trying to activate.
5086110912	Many documents work fine.
5083886459	Formatting may be improved as compared with same content in Word.
5083467279	pdf forms are nice if they are formatted accessibly. It is nice not to hear the directions repeated twice for every entry like with this html survey.
5082499430	N/A
5082425972	General reading of text, sometimes with OCR.
5082329860	When I can download a file and open it with Acrobat, processing of untagged documents seems to go faster than it used to and there's more "intelligent" guessing (though speed could be due to a faster computer and more memory). Years ago, Acrobat used to "hang" more, or so it seems, so that's some small progress, perhaps, in terms of cooperation between Acrobat and JFW.
5077517675	This is a really, really poorly worded question. Not answering it.

Respondent	Response
5075461461	Reading it and searching as long as it was OCR'd. Reader does not have enough capabilities for the disabled user.
5075419757	N/A
5075266155	text - less scanned docs, more text.
5074428805	Large documents do not crash upon tagging the large 1000 page file.
5073536091	Navigation
5072717062	N/A
5072071615	It usually works well.
5071869907	if the document is marked up properly then i can navigate by structure i.e. headings and find tables but table navigation never works
5071795806	N/A
5071607919	Navigation
5071482061	In Adobe Acrobat, the ability to fix tags and check for accessibility problems
5071480574	It's backward compatible.

Respondent	Response
5071464483	I appreciate when adobe tells me that a document is blank, might be a scanned image, or isn't tagged. also appreciate the progress announcement and the number of pages
5071462418	N/A
5071387962	Most things work well if the file is tagged and accessible.
5071301211	Most things work right when the document has been prepared right.
5071167759	N/A
5071165097	N/A

## What does work for you when you open a PDF document in another application? (Question 27)

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.

Table 25 What does work for you when accessing PDF documents in other applications, question 27.

Respondent	Responses
5126707940	N/A
5124479555	N/A
5121808187	NA
5121075914	N/A
5120864402	In iBooks and iOS Mail, it is usually easy to perform a two-finger swipe up for reading the entire document. If the document is scanned, it is straightforward to send the document to KNFB Reader.
5120294550	I use the Freedom Import Printer component of the Open Book software by Freedom Scientific when unable to read the document accurately through Adobe Reader; I would estimate this approach to be about 70% effective. I also use the Convenient OCR feature of JAWS, which is somewhat less effective.
5120267628	Ibooks: easy access to search and table of contents on supported pdf's
5120218053	When documents work well in Preview, text easy to make out.

Respondent	Responses
5120208777	Printing
5120189280	most things work. same basic issues apply
5119734194	N/A
5119719244	N/A
5119672453	The only thing that works is to save the file then open it from windows explorer.
5119294790	N/A
5119249445	N/A
5119245893	As long as I can remember which commands to use with which program everything works just fine
5119091946	N/A
5119059576	PDFs are generally a pain to read on the Mac in any program, in my experience.
5119006174	NA
5118971513	NA

Respondent	Responses
<b>5105042593</b>	Sometimes when PDF issues prevent me from reading the document I will extract the text to MS Word and use my screen reader to read.
<b>5098062911</b>	N/A
<b>5096423113</b>	Able to read documents.
<b>5096363246</b>	with kurzweil 1000 I can OCR inaccessible pdf documents
<b>5095859756</b>	N/a
<b>5095286962</b>	iBooks, KNFB Reader - same as above
<b>5091103896</b>	N/A
<b>5089773887</b>	N/A
<b>5089642923</b>	See above.
<b>5089262653</b>	I can read without awaiting for Adobe to take it's time giving me the document right away. Navigating is much easier.
<b>5089227847</b>	N/A
<b>5089057810</b>	So not use other applications



Respondent	Responses
5086776608	Kurzweil 3000. does well even with some documents that are pixillated, faded, have hand written content or underlining.
5086110912	Just straight reading the text.
5083886459	N/A
5083467279	N/A
5082499430	SumatraPDF is a small, zippy application.
5082425972	Kurzweil 1000 works well for OCR on most scanned PDF's.
5082329860	N/A
5077517675	N/A
5075461461	N/A
5075419757	N/A
5075266155	text, navigation (PhantomPDF)
5074428805	N/A
5073536091	N/A
5072717062	N/A

Respondent	Responses
5072071615	NA
5071869907	N/A
5071795806	Foxit Reader: annotations, security PDF X-Change Reader: speed of loading, export
5071607919	N/A
5071482061	When a web browser automatically opens the file in the browser, as opposed to opening it the Adobe Reader or Adobe Acrobat -- although browser settings can be changed.
5071480574	N/A
5071464483	Opening a pdf on my iPhone seems to work very well
5071462418	N/A
5071387962	Nothing works well.
5071301211	Can read docs in Mac without AT using built in Mac reader.
5071167759	N/A
5071165097	N/A

## Have you heard of PDF/UA? (Question 28)

The rest of the question reads: PDF/UA (UA stands for Universal Accessibility) is an International Standards Organization or ISO standard for what defines an accessible PDF document just as the Web Content Accessibility Guidelines or WCAG define the standards for web based content.

Table 26 Have you heard of PDF/UA, question 28.

Possible Answers	Response Percent	Response Count
<b>Yes</b>	69.0%	40
<b>No</b>	19.0%	11
<b>Haven't heard about it until now</b>	12.1%	7
<b>If yes, what have you heard?</b>		39

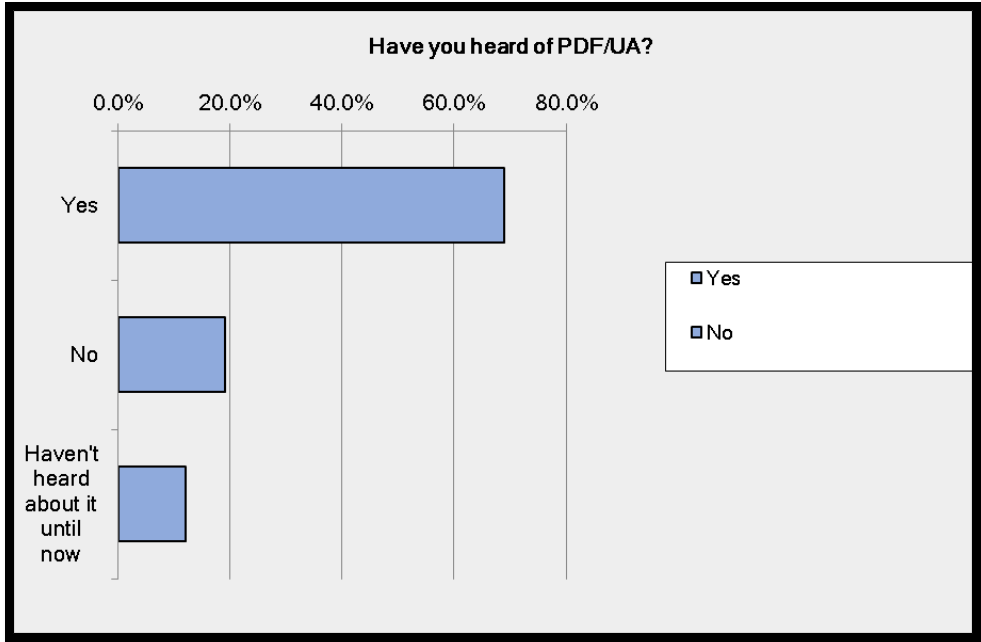


Figure 22 Have you heard of PDF/UA, question 28.

## If yes, what have you heard?

70 respondents provided additional information for this question.

Table 27 Additional responses for question 28.

Respondent	Response
<b>Respondent</b>	Responses
<b>5126707940</b>	N/A
<b>5124479555</b>	N/A
<b>5121808187</b>	N/A
<b>5121075914</b>	N/A
<b>5120864402</b>	N/A
<b>5120294550</b>	N/A
<b>5120267628</b>	N/A
<b>5120218053</b>	N/A
<b>5120208777</b>	N/A
<b>5120189280</b>	I am pretty familiar with this standard
<b>5119734194</b>	N/A

Respondent	Response
5119719244	N/A
5119672453	Not a great deal here in Australia and certainly haven't seen guidelines to assist people in creating more accessible PDF documents.
5119294790	I have read their standards.
5119249445	Very little. Just that it was being developed
5119245893	I think I remember it being touched on at the Accessing Higher Ground conference I attended about five years ago.
5119091946	It is very complex; while it may be all encompassing it is not easy to digest strategies for working with Adobe products.
5119059576	I've just heard that PDF/UA was some sort of standard, but that's about it.
5119006174	Know the standards and requirements about PDF Accessibility
5118971513	It's important
5105042593	I have read documents about this standard and talked to IT staff about the standard with the view to have it recognised by government departments so staff working in Australian government can be afforded the standard. In addition to serving the community.

Respondent	Response
<b>5098062911</b>	I read the WCAG 2.0 Techniques for PDF.
<b>5096423113</b>	That a PDF can have the UA bit set to indicate it complies, but that is not really a guarantee it is compliant. That UA, like WCAG, is not testable fully automatically.
<b>5096363246</b>	not much
<b>5095859756</b>	N/A
<b>5095286962</b>	N/A
<b>5091103896</b>	That no one seems to really know what makes it work, and that none of the conversion programs support it very well because the whole PDF world is just plain broken when it comes to accessibility
<b>5089773887</b>	N/A
<b>5089642923</b>	N/A
<b>5089262653</b>	N/A
<b>5089227847</b>	that it is cumbersome and not as good as WCAG
<b>5089057810</b>	Basically requires proper tagging for PDF documents
<b>5086776608</b>	That it exists, few know about it.

Respondent	Response
<b>5086110912</b>	Just that it is being organized.
<b>5083886459</b>	The Access Board is looking at it as a referenced standard in refreshed 508
<b>5083467279</b>	N/A
<b>5082499430</b>	I know how to create them. I know that people are under the misapprehension that "save as accessible PDF" will make a PDF accessible, because they don't know they need to fix the reading order and add alt text. I know the Acrobat tools to fix reading order ARE INACCESSIBLE.
<b>5082425972</b>	N/A
<b>5082329860</b>	I've heard/read that it's contentious in terms of whether or not it should be included in the DoJ regs. And people are frustrated that the specification is not free. Unfortunately, the tone of the chief spokesman for it doesn't leave me particularly disposed to read/learn much/follow the topic closely.
<b>5077517675</b>	Quite a bit - unfortunately the underlying specification is locked behind ISO's paywall. Thereby making itself a great irony... PDF/UA spec is not accessible, which impedes folks from making accessible PDFs. And No, I have absolutely no intention of paying for them. PDF is the only major web-based spec that is encumbered in this manner. Everything else is through ECMA, W3C, IEEE, etc.
<b>5075461461</b>	New standards for PDFs



Respondent	Response
5075419757	I try to make all of my PDFs meet PDF/UA standards using CommonLook before sending them out to anyone or posting them on the web
5075266155	its difficult to make PDFs accessible.
5074428805	My knowledge is limited in this area, but I know that with XML PDF files can be made fully accessible.
5073536091	Familiar with PDF/UA
5072717062	N/A
5072071615	I know about it, have seen presentations at CSUN etc.
5071869907	i still don't understand much about it
5071795806	Standard for Accessible documents, LibreOffice export option
5071607919	I work in the field of accessibility remediation. I use this site as authority for standards implementation.
5071482061	That it is not used in United States, but in Europe.
5071480574	Not much
5071464483	I've just heard that it's a thing!

Respondent	Response
<b>5071462418</b>	N/A
<b>5071387962</b>	I've heard that it's comprehensive, but unlike WCAG, is not free. It sets standards for files, readers and assistive technologies. So a PDF/UA conforming file opened in a conforming reader and read by conforming AT should be more accessible than if any of the three aren't conformant. I've also heard that it's very technical and confusing.
<b>5071301211</b>	Lots of discussion on webAIM and other accessibility forums.
<b>5071167759</b>	Essentially what what said in the question.
<b>5071165097</b>	An emerging standard for accessible PDFs.

# Do you know what benefits PDF/UA implementation will bring to the accessibility of PDF documents? (Question 29)

The rest of the question reads: If yes, please describe.

Table 28 Do you know what the benefits of PDF/UA are, question 29.

Possible Answers	Response Percent	Response Count
Yes	39.7%	23
No	36.2%	21
I don't know	24.1%	14

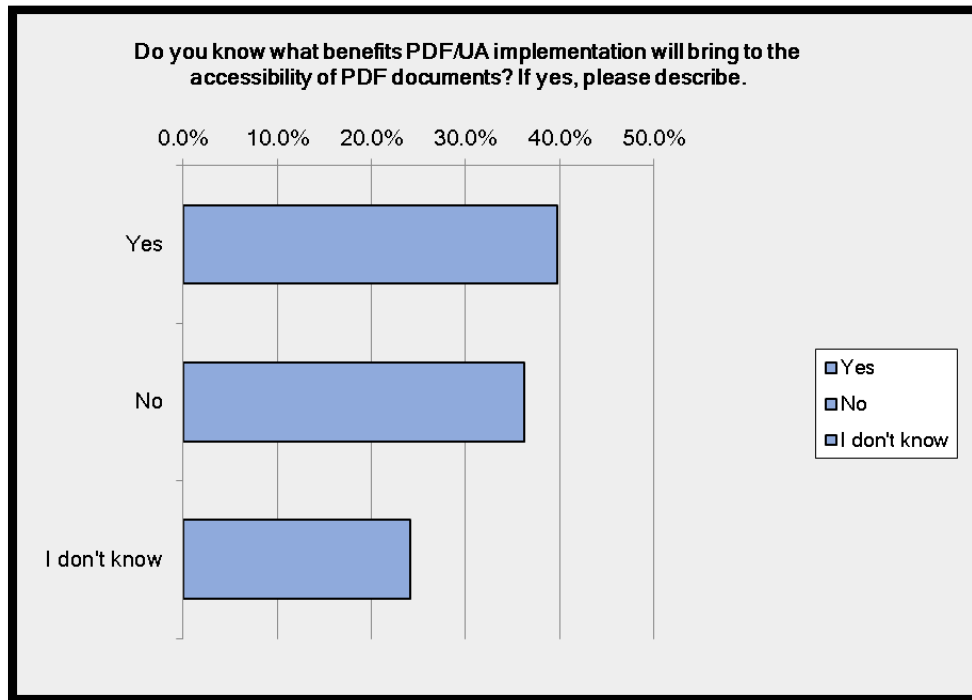


Figure 23 Do you know what the benefits of PDF/UA are, question 29.

## If yes, what is your understanding of the benefits?

The following additional comments were provided by respondents.

Table 29 Additional comments to question 29

Respondent	Response
5126707940	I don't know
5124479555	No
5121808187	I don't know
5121075914	No
5120864402	I don't know
5120294550	No
5120267628	No
5120218053	No
5120208777	I don't know
5120189280	Yes
5119734194	No
5119719244	No

Respondent	Response
5119672453	No
5119294790	Yes
5119249445	No
5119245893	I don't know
5119091946	I don't know
5119059576	Yes
5119006174	Yes
5118971513	No
5105042593	Yes
5098062911	No
5096423113	Yes
5096363246	No
5095859756	No
5095286962	No

Respondent	Response
5091103896	Yes
5089773887	I don't know
5089642923	I don't know
5089262653	No
5089227847	No
5089057810	Yes
5086776608	Yes
5086110912	No
5083886459	Yes
5083467279	No
5082499430	Yes
5082425972	No
5082329860	Yes
5077517675	Yes

Respondent	Response
5075461461	I don't know
5075419757	Yes
5075266155	Yes
5074428805	I don't know
5073536091	I don't know
5072717062	Yes
5072071615	Yes
5071869907	I don't know
5071795806	Yes
5071607919	Yes
5071482061	Yes
5071480574	I don't know
5071464483	No
5071462418	No

Respondent	Response
5071387962	Yes
5071301211	Yes
5071167759	Yes
5071165097	I don't know



## Additional Responses to Question 29 on benefits of PDF/UA

The additional responses were gathered to provide information on how effective advocacy for PDF/UA is and what the general understanding of how PDF/UA is going to improve access to PDF documents is.

Figure 24 Additional responses to question 29.

Respondent	Response
5126707940	N/A
5124479555	N/A
5121808187	N/A
5121075914	N/A
5120864402	Large organisations may slowly implement when required, but small developers, authors, organisations, and businesses will most likely ignore such standards, just like web standards, so long as they are complex, optional, in any way ownerous, and so on. Only when standards are automatic within authoring tools will they be implemented across the board. Complexity, no matter how good it makes us feel, leads to being ignored.
5120294550	N/A
5120267628	N/A
5120218053	N/A
5120208777	N/A

Respondent	Response
5120189280	very similar to WCAG with web content. implementing proper structure tagging, etc will result in a far more accessible document.
5119734194	N/A
5119719244	N/A
5119672453	Can only assume that it will make the reading experience of PDF more enjoyable and less frustrating.
5119294790	Will make opening and reading PDFs easier for people with disabilities.
5119249445	N/A
5119245893	N/A
5119091946	N/A
5119059576	If they are similar to the WCAG I would imagine that this will help set a standard that will improve the accessibility of PDFs dramatically.
5119006174	N/A
5118971513	N/A

Respondent	Response
5105042593	Only limited in allowing accessibility features for access from computers and devices for PDF and screen screen readers.
5098062911	N/A
5096423113	Readable for everyone, well structured, good indexable by search engines/archival systems
5096363246	N/A
5095859756	N/A
5095286962	N/A
5091103896	Consistent coding
5089773887	N/A
5089642923	N/A
5089262653	N/A
5089227847	N/A
5089057810	Tagging especially for people who use screen readers

Respondent	Response
<b>5086776608</b>	if this was the accepted standard, many would struggle to create accessibly. however, like any new thing most will learn with the right built in prompts. we are so ready for this standard to occur!
<b>5086110912</b>	N/A
<b>5083886459</b>	Improve access for users of assistive software.
<b>5083467279</b>	N/A
<b>5082499430</b>	It allows you to have a tagged reading order, embeds things like fonts, makes sure security is accessible, etc. But you can "save as accessible PDF" without putting in alt or semantic structure.
<b>5082425972</b>	N/A
<b>5082329860</b>	I guess it's supposed to make requirements clearer. But if you ask me, the tools for authors need to be the real focus; creating accessible PDFs, not to mention remediating, is too time-consuming, expensive, and human-intensive.
<b>5077517675</b>	I know the benefits, but cannot implement them due to the ISO paywall. See prev question.
<b>5075461461</b>	N/A
<b>5075419757</b>	It benefits those who access digital information using assistive technology such as screen readers, braille refreshable displays, zoom text, etc...

Respondent	Response
5075266155	not a valuable resource - UA is too hard to create (requires experts to do)
5074428805	I assume stricter guidelines to make the tagging more robust.
5073536091	N/A
5072717062	N/A
5072071615	Establishes standards that can be tested against, people will know what they have to do, and we will know easily if they have done it properly.
5071869907	N/A
5071795806	proper tagging of documents
5071607919	Ease of use.
5071482061	That it will bring eventually fix many PDF errors in United States and hopefully someday eliminate the prevalence of inaccessible PDF files that litter the internet. It will not eliminate, however, the issues faced by people with disabilities who have cognitive issues, as it will not prevent organizations from posting PDF files that are very large in number of pages. The tendency to post large PDF files, both number of pages and size of files, will continue to hinder people with slower internet connections.
5071480574	N/A

Respondent	Response
5071464483	N/A
5071462418	N/A
5071387962	I believe that it will bring more automation to tagging and that it's stricter than WCAG2 on missing heading levels.
5071301211	Standardization of accessibility
5071167759	It would standardize PDFs!
5071165097	N/A

# What would improve access to PDF documents for you? (Question 30)

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

Table 30 Responses for question 30.

Respondent	Response
5126707940	little awareness
5124479555	tagged documents that I can red in a logical order; scanned pdf's that I can read.
5121808187	Help for dyslexic readers. They should be able to make changes to fonts and backgrounds and choose line lengths.
5121075914	making preview for Mac more useable with screen readers, adding basic OCR capabilities similar to those of Adobe Pro into Preview. Also, more education for content creators as to what makes an accessible PDF.
5120864402	The only improvement that will work is to have accessibility built-in to the authoring tools, and to have legislation which backs it up. Voluntary does not work. Authors want to protect their "right" to control how others view their works, and who is able to view their works.

Respondent	Response
<b>5120294550</b>	It seems to me that authors must do a better job of following accessibility guidelines, bearing in mind that some users might be listening to rather than looking at documentation. Authors of manuals should rely less upon pictorial diagrams, and pages with complex formats should always be tagged. Also, documents should never be scanned. Frankly, I wish that Adobe and other tools for creating PDF documents wouldn't allow scanning.
<b>5120267628</b>	I am a 100% mobile user. Only the barest bones of pdf are supported. I don't have access to the text of documents that are combination text and image documents. I can't show or hide images in documents. Adobe DC for form documents is completely inaccessible on both IOS and Android.
<b>5120218053</b>	In preview, the ability to run OcR on PDF without opening othe apps like Abby Fine reader.
<b>5120208777</b>	Automatic OCR of scanned images
<b>5120189280</b>	while adobe reader for windows does a pretty good job of recognizing PDF/UA implementation in documents, this is very much not the case for the mac version. The mac version is still very broken. for example, it completely fails if it encounters a fillable form created in something like life cycle. Since this is a deprecated product although still in wide use, it isn't likely to get fixed.
<b>5119734194</b>	Uniform and fixed software.
<b>5119719244</b>	Nothing



Respondent	Response
<b>5119672453</b>	More consistent tagging. Easier process for unlocking the security to put the document into a mode that interacts with screen readers. Having instructional material readily available to assist people in creating more accessible PDF. Helping people to understand the importance of creating more accessible PDF. Accessibility needs to be an integral element of the processes involved in creating any PDF from any of the Adobe suite of products eg, can't move to step 2 until ticked all accessibility checkers for step 1 etc.
<b>5119294790</b>	A more affordable and readable way to convert them to text.
<b>5119249445</b>	Accessibility checker in Adobe Reader so everyone could test their PDFs before distributing them.
<b>5119245893</b>	If all software used universal controls to read PDF's
<b>5119091946</b>	The accessibility features are defaults in document creation.
<b>5119059576</b>	I think the people creating PDFs need to be educated more about what specifically needs to be done to make a PDF accessible. I'd like to see all PDFs use headings. I'd like to see proper reading order used. I'd like to see alt text for images when needed. I'd like to see the elimination of ligatures, or for screen reader developers to figure out a way to make ligatures accessible. I'd like to see VFO work on making Jaws place the focus at the top of a page when switching pages in a PDF document. If a free screen reader like NVDA can do it, it must be possible.
<b>5119006174</b>	NA

Respondent	Response
<b>5118971513</b>	It they always worked
<b>5105042593</b>	Mandate OCR for scanning in documents where done by government departments and large corporations. For both internal and external use.
<b>5098062911</b>	The tree tag. It is not possible to return back (Ctrl + Z) if you have made a mistake
<b>5096423113</b>	Les scanning, no use of PDF printers. If the source document is good and the export produces a well tagged PDF, I think it is the best we can expect from this format. Better performance and stability in Adore Reader might be nice. That being said, I'd rather see more web pages (HTML), or well-structured HTML email replace the use cases that I often see for PDF.
<b>5096363246</b>	- more training for content authors is needed to teach them how to create accessible documents and convert them correctly into tagged pdf. - More tools should be able to create tagged pdf documents, including database generated documents such as invoices or electronic tickets.
<b>5095859756</b>	Content author creation education
<b>5095286962</b>	N/A
<b>5091103896</b>	Having them be in HTML
<b>5089773887</b>	Using similar tagging options to HTML so they can easily be swapped and converted between the two

Respondent	Response
5089642923	Documents need to be formatted/tagged correctly, with headings, correctly labeled links, and no scanned images.
5089262653	Adobe should make the making accessible process actually accessible. Interface is very not user friendly. Also, when trying to make a pdf accessible and going through the process of tagging it up and making it symantics, you cannot undo.
5089227847	it's mostly a people problem -- the people that create them don't know WTF they are doing
5089057810	Adobe creating a more seamless a bug-free approach to tagging. At the moment tagging is particularly time-consuming and buggy. Often the system crashes. Also, a properly created Word document should be easily converted to a properly tagged PDF and it isn't. You have to go back and change tags ALL THE TIME!!!
5086776608	having more options within the document (ie request a linear table vs tabbing through); more audio options in the built in reader; more annotation options available
5086110912	I would like documents to be more consistent in Adobe Reader. I would like finding text to be easier. When I save a PDF file to make a braille version of the file, I would like to see paragraph breaks and hard page breaks.
5083886459	Nothing
5083467279	Faster opening of document. documents that don't crash the screen reader. Ability to copy and paste or save document as Notepad or Word document.

Respondent	Response
<b>5082499430</b>	<p>1. REFLOW. Seriously, it's 2016. Why can't we reflow PDF? My eyes can't handle 2-column 8.5 x 11 layout on a laptop screen. 2. Adobe using standard windows menus and icons. 3. Adobe not using inaccessible low-contrast gray on black as the default in dialogs, and almost-invisible blue glow as keyboard focus for checkboxes. 4. Keyboard accessibility for *all* functionality in Acrobat and Reader. 5. Adobe making the retagging process accessible, and documenting CLEARLY so any document creators understand how to make things accessible.</p>
<b>5082425972</b>	<p>Ability to read and use full annotations and comments and tracked changes with Adobe Acrobat. This is crucial for me in my work, as we do a lot of collaboration that way.</p>
<b>5082329860</b>	<p>I violently agree with Whitney Q.'s relatively recent post, which I'm sure you saw. Both Microsoft and Adobe need to work much more closely together to make authoring much more seamless, as well as Apple, instead of continuing to pass the buck. It's a wonder that the folks in charge can sleep at night, given the astronomical sums of money that higher ed. institutions and commercial companies have to spend to have humans do work that computers should be streamlining.</p>
<b>5077517675</b>	<p>See answer to previous question and my comments about ISO.</p>
<b>5075461461</b>	<p>MS Office direct conversion without retagging lists, tables, and other standard formatting tools Excel does not convert easily to a tagged PDF Too much time is spent figuring out the compatibility between the products Accessibility tagging should be easy like spell check, you have to have a PHD to figure out the process!!</p>

Respondent	Response
5075419757	It would be nice if Adobe Pro was available to all who make PDFs, and if Pro could actually test for PDF/UA standards
5075266155	single button built in to Acrobat to make a U/A doc (walks through and fixes/ask questions to fix)
5074428805	If Adobe Reader would loop through each file carefully and take its time to tag it properly. If links move the cursor to the proper page where the link points and set the cursor there. The SR user can start reading from there with up and down arrows. If the layout would remain exactly as the way the content is supposed to display. If forms are smoother through Adobe and JAWS so Adobe does not crash almost before the end of the application or half way through it.
5073536091	Getting rid of PDF and using HTML. Barring that, applications such as Microsoft Office should create PDF/UA by default without user intervention.
5072717062	i have done the PDF Accessibility works for last 8 years
5072071615	JAWS needs to do a better job, all applications, AT etc., need to work well and similarly, and predictably, standards will help us push content producers
5071869907	i don't think pdfs have any hope of access just having taken a course on pdf access i think we are better off going to html only
5071795806	I would like for Foxit Reader to be as fast on load as PDF X-Change is, and PDF X-Change not to hang my system

Respondent	Response
<b>5071607919</b>	Ability to include pronunciation
<b>5071482061</b>	Microsoft and Adobe need to work together to improve conversion process from Microsoft Office files to properly tagged PDF files since Microsoft Office is probably the tool used most to create documents eventually converted to PDF. Either that or Microsoft needs to fine tune Microsoft Office to be able to save files directly as PDF that are tagged better.
<b>5071480574</b>	Education for content developers to produce docs that will convert more easily into accessible PDFs.
<b>5071464483</b>	I would like pdfs to be accessible directly from the browser, and I would like the ability to simply tag documents myself; I would like more warnings letting people know that scanned images aren't accessible.
<b>5071462418</b>	being able to read all pdfs- ones that are scanned or images not getting the empty document message improved format improved navigation
<b>5071387962</b>	Adobe Reader should: use the document title (if available) and only use the filename in the title bar if no document title is available. use font size and weight to hazzard a guess at headings in untagged files, currently it only seems to do this for some tables. Adobe InDesign should: prevent conversion to PDF unless a file has at least one heading and there are no untagged images. All PDF production software should: be capable of performing OCR; prompt the author to ensure that the PDF is tagged.

Respondent	Response
5071301211	Document creators who understood the need to publish properly tagged documents and fillable forms.
5071167759	If everyone used headings/bookmarks. I love being able to jump through a document based on section even though I am sighted. Teach all the people how to scan documents properly. Teach people how to locate good quality electronic versions of PDFs when they want to use an old physical that has been scanned, printed, re-scanned, etc...
5071165097	I don't know.

## Additional comments (Question 31)

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

Table 31 Responses to question 31.

Respondent	Response
5126707940	No comment
5124479555	No comment
5121808187	No comment
5121075914	No comment
5120864402	Again, too much complexity will all but ensure that accessibility will take much longer.
5120294550	I do experience a very real reduction in my ability to digest information because of the way that this technology has been implemented and used. I have equipment in my home that I have never been able to fully utilize because of the way that their manuals have been prepared. I nearly always have to seek sighted assistance when working with PDFs from my health insurance company. In my opinion, the current use of this technology by both government and commercial organizations is less than good. In my household, both of us are blind, so these documents often present a major challenge.



Respondent	Response
<b>5120267628</b>	<p>PDF needs to die. The time and cost of standardizing, training, and producing pdf is extravagantly out of proportion to the benefit considering the plethora of modern, more secure, cheaper, feature rich, and already standards compliant options available. I mean, you hardly even considered distributing this survey as a pdf did you? Of course not, considering that survey monkey is cheaper, equally secure, already compliant, and capable of helping you machine analyse your results. The answer here is simply to decommission PDF as an outmoded expensive increasingly irrelevant system. It isn't keeping up with mobile, even for use by persons who are not disabled. Other formats such as epub and secure web portals are better for every one. Adobe the company has never been a friend of disability communities while producers of modern formats and standards generally have taken us into account because the laws and social climate they were developed in say they have to be. Let's close the door on adobe, stop throwing good money down the drain, and actively support standards, formats, and content that support us. I realize that wishing will not make pdf go away, but research, activism, and changing business practices would if we made the effort.</p>
<b>5120218053</b>	No comment
<b>5120208777</b>	No comment
<b>5120189280</b>	No comment
<b>5119734194</b>	No comment
<b>5119719244</b>	Would like to have it easier to create pdf documents from all applications

Respondent	Response
<b>5119672453</b>	You have not mentioned braille in this survey. If someone is using an electronic braille device such as a designated braille digital device or refreshable braille display, they cannot read a PDF document whether it be a scanned image or tagged PDF. They need to be able to convert the text of the PDF into a basic text file. This needs to be an easy process so that braille users have access to PDF based information.
<b>5119294790</b>	No comment
<b>5119249445</b>	No comment
<b>5119245893</b>	No comment
<b>5119091946</b>	No comment
<b>5119059576</b>	I get so frustrated sometimes when trying to read PDFs with a screen reader. I mostly use Jaws at work, and this is where I access the majority of PDFs. Our "President's Newsletter" is usually a PDF that has the text in two columns. Of course, it is not properly tagged, so the reading order isn't correct. Jaws reads the text across both columns, which makes the whole newsletter totally inaccessible to me. We are collaborating with the people who create our academic calendar and helping to make that more accessible, but it seems like a never-ending battle. Hope you will find my answers to your survey helpful. Thanks for all you do to educate people!
<b>5119006174</b>	No comment
<b>5118971513</b>	No comment

Respondent	Response
5105042593	Thank you for the opportunity to provide this feedback.
5098062911	I manage the PDF documents in my company so that the blind people can read them with semantic. Thank to you,
5096423113	No comment
5096363246	No comment
5095859756	No comment
5095286962	First, half of the PDFs on the web shouldn't even be in PDF format - it's content that should be made into actual web pages via HTML, etc. Second, the greatest accomplishments will come when schoolchildren learn how to make documents accessible as soon as they begin learning to create electronic documents. But the greatest benefit would be realized if Adobe and Microsoft and all the rest would design their design programs so that accessibility is built by default into every file. Voila - problem solved! ;p
5091103896	A document format that can't be produced without hours and hours of extra labor is an abortion.
5089773887	No comment
5089642923	No comment
5089262653	No comment

Respondent	Response
5089227847	No comment
5089057810	Did I mention that I hate PDF. And I am not alone.
5086776608	There is a lot of great info in older pdfs. Many younger college students won't even consider a pdf older than a few years-partly due to the look and lack of accessibility. It would be great if these could be updated with headings, tags, and with the accuracy of the original. pie in the sky dream i know!
5086110912	No comment
5083886459	I heard that PDF accessibility is difficult to learn. I wish it was easier so a beginner like me could understand tagging and other things.
5083467279	I find the majority of pdf documents tedious, inconvenient, time consuming, and frustrating. When I run across a well-formatted pdf, it is a surprise and a really good document. As a reader, I don't see the benefit of pdf over Word at this time. As more people make their pdf's accessible, perhaps my opinion will change.
5082499430	No comment
5082425972	No comment

Respondent	Response
<b>5082329860</b>	I've said plenty. Creating accessible PDFs, as well as remediating them, does not create valuable employment opportunities. It's deadly dull and boring work that humans should be doing much less of, especially given how many years these wealthy companies have had to step up.
<b>5077517675</b>	To be honest, this is one of the most poorly designed surveys I have ever encountered. Starting with the spelling mistakes and typos in the LinkedIn posting all the way through the design of the questions and overall survey construction. It looks like it was thrown together and rushed out the door. Meaning, the data can be interpreted in almost any manner, allowing you to formulate erroneous conclusion. For someone that is coming from a communications perspective I have to honestly say that this is definitely not your best foot forward, and as such I will not recommend your organization as an 'expert' worth looking into for business. Thank you for your time. Fred In IT
<b>5075461461</b>	No comment
<b>5075419757</b>	Thank you for trying to help
<b>5075266155</b>	need something to make InDesign docs accessible before/during conversion.
<b>5074428805</b>	PDF files have been around for so long and it is a shame that we still have issues with them. Tagging should be more robust and Adobe Reader should handle it better, since Adobe invented the PDF file format.

Respondent	Response
5073536091	The need to view and edit Tags in PDF for accessibility is beyond the scope of most folks creating content.
5072717062	No comment
5072071615	PDF/UA is a good thing and needs to be pushed. Adobe is a big problem, there tools don't work as well as they should or could, Same for Microsoft and others who produce PDF's from other documents, most of them produce garbage that then has to be remunerated. We need better tools all around.
5071869907	No comment
5071795806	No comment
5071607919	Adobe, Microsoft, and other vendors to make their products DPI aware so that in Windows 10 the application displays at a size which is easy to use and also to use the products on multiple displays.
5071482061	No comment
5071480574	No comment
5071464483	No comment
5071462418	No comment
5071387962	Thanks for asking. :)

Respondent	Response
<b>5071301211</b>	I am an accessibility professional and only use assistive technologies as a testing tool.
<b>5071167759</b>	No comment
<b>5071165097</b>	No comment

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## About this Publication

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This report represents the raw data of the PDF and the End User Experience Survey and is published by Karen McCall.

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Contact [Karen McCall](#)<sup>23</sup> or visit the [Karlen Communications website](#)<sup>24</sup> for more information. You'll find tutorials on using Microsoft Office applications if you have a disability and accessible document design tutorials as well as conference handouts on the website.

Karen provides accessible document design training.

She is a Microsoft MVP (Most Valued Professional) for Word (2009-present) and a Microsoft Accessibility MVP (a new MVP category established in 2014).

Karen is a Canadian delegate to the ISO 14289 or PdF/UA committee.

You can contact her for more information about strategies and implementation of PDF/UA.

A special thanks to Olaf Drümmer for giving me the idea for the survey and to those who tested it before it went live. Thank you!

Thank you all for taking the survey and giving us information to help improve the accessibility of PDF documents!

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