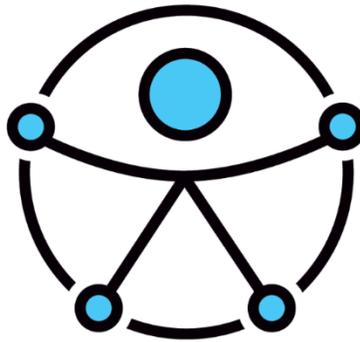


Accessible PDF Remediators Survey Results 2017



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Karlen Communications

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Table of Contents

Introduction	4
Survey Structure	5
Survey Iterations	5
Disclosure Statement	5
Demographics	7
What country do you live in? (Question 3).....	8
Does your country have legislation about the accessibility of documents/digital content? (Question 4)	9
Respondents Age Group (Question 5).....	10
Are you a PDF remediator with a disability? (Question 6).....	11
How many years have you been remediating PDF documents to make them accessible? (Question 7).....	13
How often do you remediate PDF documents to make them accessible?(Question 8).....	14
How often do you remediate PDF forms to make them accessible? (Question 9)	15
Qualitative Questions on Making PDF Documents Accessible	17
In which of the following areas are you remediating PDF documents to be accessible? (Question 10)	18
Other (please specify	19
What is your estimate of how many PDF documents that you remediate are scanned documents? If none of the PDF documents you work on are scanned documents, enter N/A. (Question 11).....	20
What is your estimate of how many PDF documents you remediate are not tagged? (Question 12)	22
What is your estimate of how many PDF documents you remediate are not tagged correctly? (Question 13).....	23
How did you acquire the skills you need to be a PDF remediator? (Question 14)	25
What are your recommendations for training of anyone wanting to enter the profession of PDF remediators? Include any comments on professional development opportunities as well. (Question 15)	28
What tools do you use to remediate PDF documents? Choose all that apply. (Question 17)	32

Other (please specify).....	33
What standard(s) are you using when making PDF documents accessible? (Question 17)	35
Other (please specify).....	35
What are the frustrations you have with the tools that you use to make PDF documents accessible? Please identify the tool and specific frustrations/problems. (Question 18) ..	37
What are the things that work well for you when making a PDF document accessible. Please specify the tool and the specific things that work well. (Question 19	42
What improvements do you want to see in the tools you use to make PDF documents accessible? This is your chance to create that wish list! (Question 20)	46
Additional comments (this is an optional question). (Question 21)	50

Introduction

The purpose of this annual survey is to identify the frustrations those of us who remediate PDF documents to be accessible for those of us with disabilities face with each document. It also gathers information on the standards used and identifies what is working in the tools we have available to us.

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

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

With many countries having legislation about the accessibility of “web content” including any document formats on a website, what do those of us tasked with remediating PDF documents to be accessible for those of us with disabilities face on a daily basis as we attempt to optimize the accessibility of PDF documents? Are the tools we have cost effective? Are the tools we have up to the task we demand of them? This survey provides qualitative data to hopefully assist developers of the tools we use to remediate PDF documents to be accessible in understanding the shortcomings of our tools and what improvements we need in those tools.

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 who the PDF remediators are and anecdotal based questions designed to illicit responses based on personal professional experience.

There is one question that simply asks if you have a disability. The intent of the question is to bring focus on the fact that there are those of us with disabilities who remediate PDF content and being able to access the remediation tools is essential to our employment.

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 surveys conducted by Karen McCall related to the accessibility of PDF documents, forms and the contributions from PDF remediators that will hopefully make remediating and accessing PDF documents more consistent and easier to Tag ([PDF and the User Experience](#)¹). The page includes information on services for remediation, free validation tools and companies that have software for purchase to assist in ensuring that PDF documents are optimally accessible.

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

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

Disclosure Statement

Karen McCall provides training on how to create more accessible Word, PowerPoint and Excel documents. She has written several books on the subject dating back to 2005.

Karen provides training on PDF document remediation to make PDF documents accessible for those of us with disabilities as well as training on creating accessible fillable PDF forms. Her book on working with accessible PDF content was first published in 2005 with the fourth edition of the book published in May 2017.

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

Karen is a Canadian delegate to the ISO 32000 (PDF) and ISO 14289 (PDF/UA Universal Access) committees.

Karen has been a Microsoft MVP for Word (Most Valued Professional) since 2009 and a Microsoft Accessibility MVP since the sub-category of MVP's was created in 2014. This annually awarded status is based on community contributions and expertise in the MVP category.

Demographics

There were a total number of 37 completed responses to the survey.

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

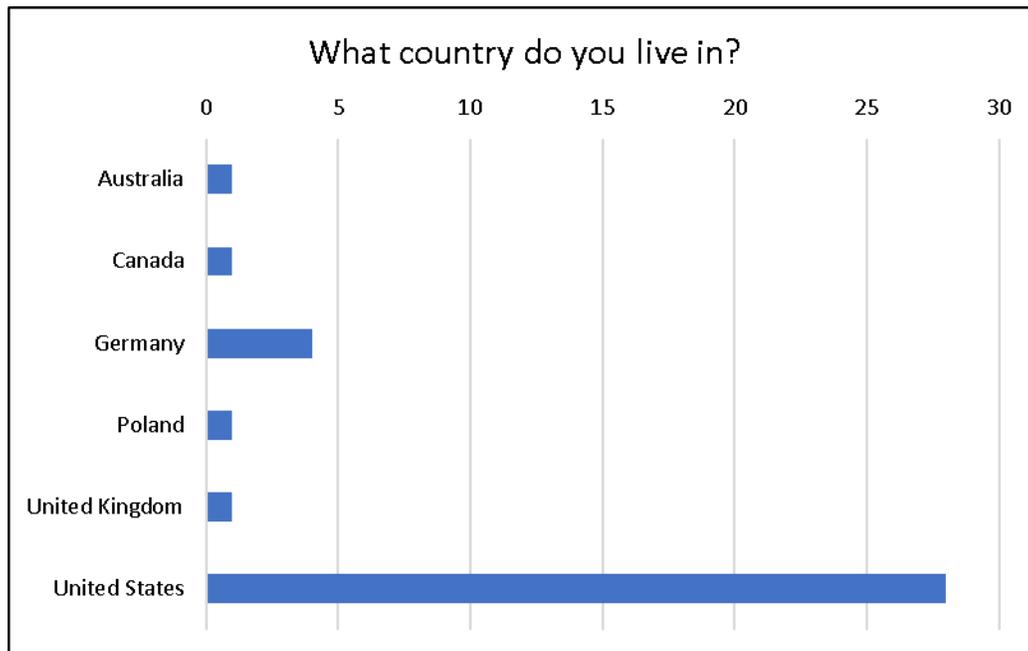
The first part of the survey asked participants to provide their names and e-mail addresses for purposes of associating a research number to their responses for collation of the survey results.

What country do you live in? (Question 3)

It is important to know how prevalent PDF remediation is globally so that we can evaluate tools in those countries that support remediation.

Table 1 What country do you live in? Question 3

Country	Response Count
Australia	1
Canada	1
Germany	4
Poland	1
United Kingdom	1
United States	28

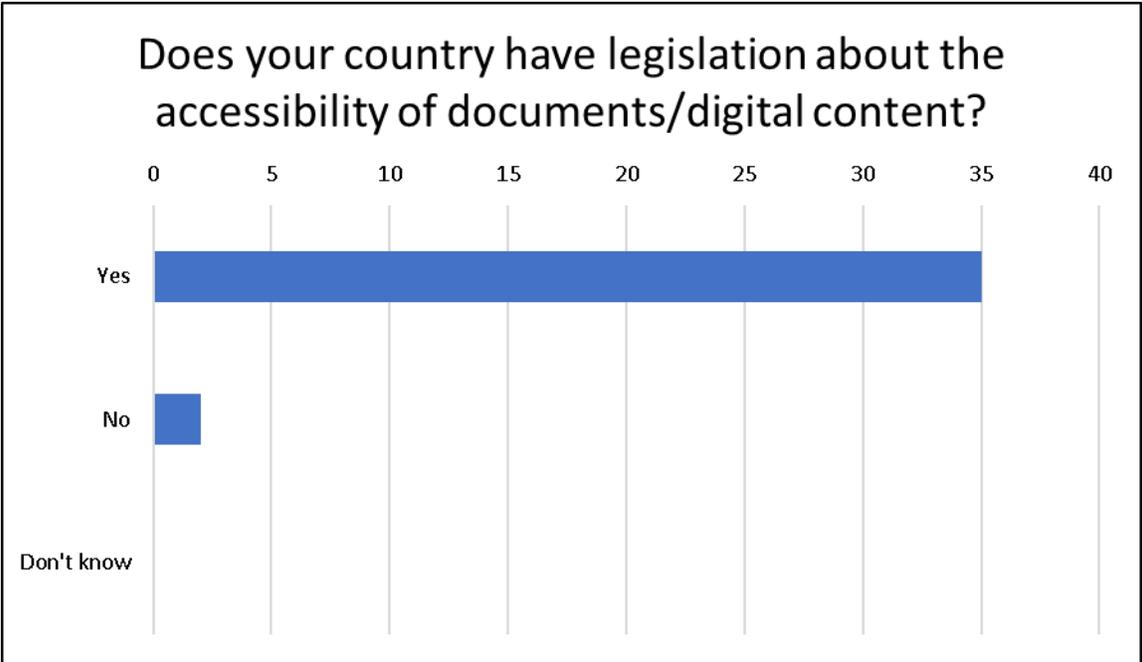


Does your country have legislation about the accessibility of documents/digital content? (Question 4)

This question identifies whether the respondents know of and may be working toward standards that are legislated in their countries.

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

Answer Options	Response Percent	Response Count
Yes	0.946	35
No	0.054	2
Don't know	0	0

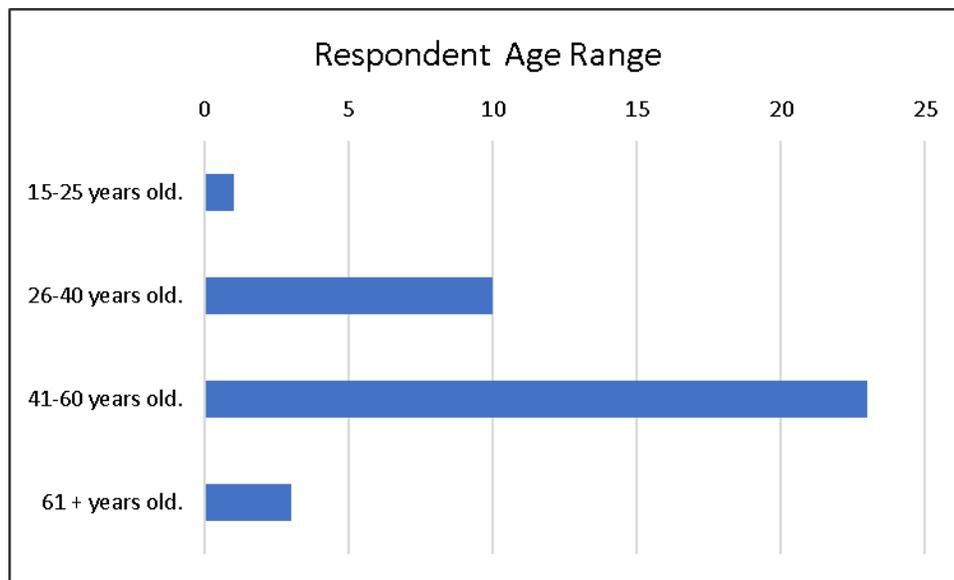


Respondents Age Group (Question 5)

This question provides information on the age ranges of PDF remediators.

Table 3 Respondents Age Group (Question 5) Question 5

Answer Options	Response Percent	Response Count
15-25 years old.	0.027	1
26-40 years old.	0.27	10
41-60 years old.	0.622	23
61 + years old.	0.081	3



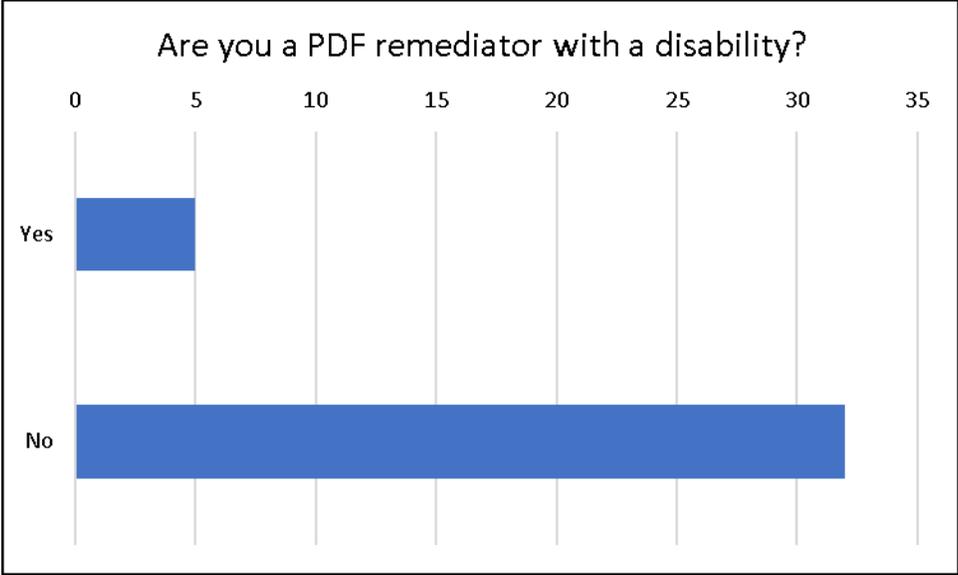
Are you a PDF remediator with a disability? (Question 6)

This question was asked to identify the number of people with disabilities who are remediating PDF to be accessible for those of us with disabilities. Those of us with disabilities are often not thought of as being employed as PDF remediators...we are primarily seen as the beneficiaries of accessible PDF.

Author's comment: As a person with a visual disability who has been remediating PDF documents since 2003, this question was important to me in that we are often forgotten in the accessibility of the PDF remediation tools themselves. For many of us, this is how we earn a living and as tools are developed that are not accessible, those of us with disabilities who can remediate PDF documents are left with the prospect of unemployment. We may be a small segment of PDF remediators, but we are dedicated to improving the accessibility of the file format.

Table 4 Are you a PDF remediator with a disability? (Question 6) Question 6

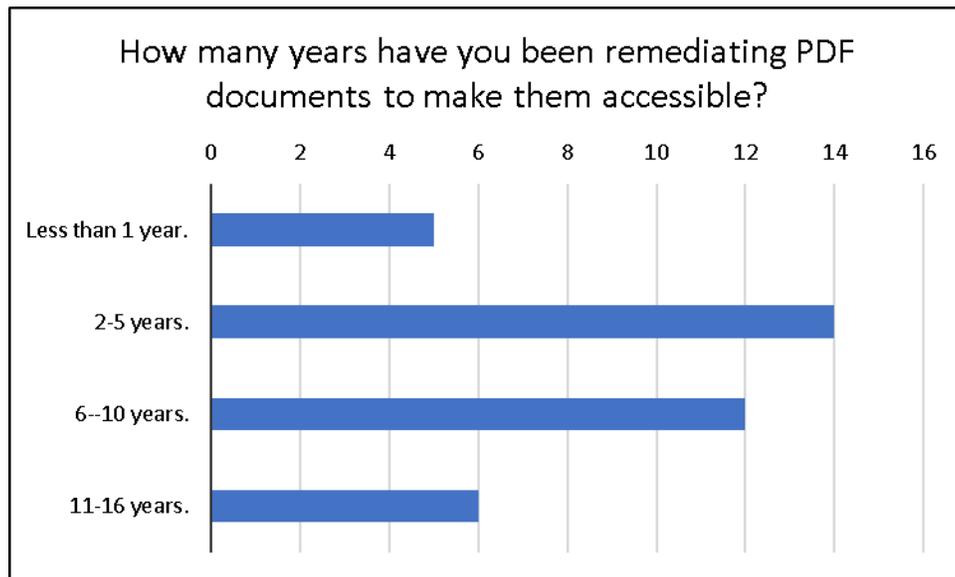
Answer Options	Response Percent	Response Count
Yes	0.135	5
No	0.865	32



How many years have you been remediating PDF documents to make them accessible? (Question 7)

This question identifies the number of years that the respondents have been remediating PDF documents. PDF remediation has been around since tagging PDF documents was first introduced in Adobe Acrobat 5.

Answer Options	Response Percent	Response Count
Less than 1 year.	0.135	5
2-5 years.	0.378	14
6--10 years.	0.324	12
11-16 years.	0.162	6

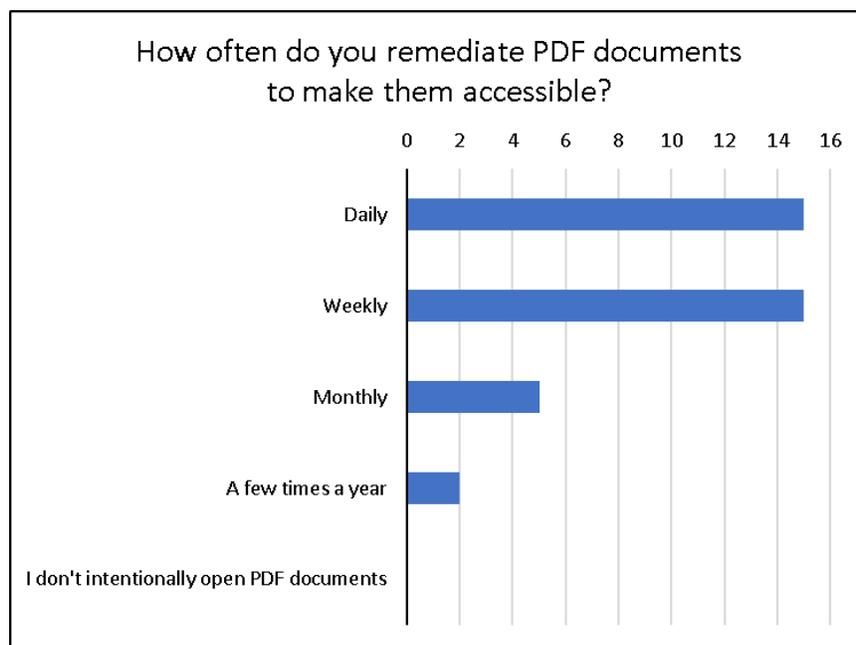


How often do you remediate PDF documents to make them accessible?(Question 8)

One often doesn't think of those of us who remediate PDF documents as "living in the Tags Tree" for most of our time at work. There are those of us whose sole responsibility it is to make the PDF documents of a department or organization accessible either to a corporate policy or legislative standards/international standards. This question identifies the frequency we remediate PDF documents to be accessible.

Table 5 How often do you remediate PDF documents to make them accessible?(Question 8)

Answer Options	Response Percent	Response Count
Daily	0.405	15
Weekly	0.405	15
Monthly	0.135	5
A few times a year	0.054	2
I don't intentionally open PDF documents	0	0



How often do you remediate PDF forms to make them accessible? (Question 9)

In 2016, the author of the survey started to see an increase in demand for training on how to make PDF forms accessible. This question identifies the prevalence of PDF form accessibility in the workflow of a PDF remediator in 2017. With future iterations of this survey, it is hoped we can track the increase/decrease of the use of PDF as a format for fillable forms.

Table 6 How often do you remediate PDF forms to make them accessible? (Question 9)

Answer Options	Response Percent	Response Count
Daily.	0	0
Weekly.	0.2	7
Monthly	0.257	9
A few times a year.	0.4	14
I don't remediate PDF forms if I can avoid them.	0.143	5

How often do you remediate PDF forms to make them accessible?



Qualitative Questions on Making PDF Documents Accessible

The following questions get into the specifics of what tools are working for PDF remediators and what tools aren't. The answers provide insight into the daily work done by PDF remediators and perhaps their workloads.

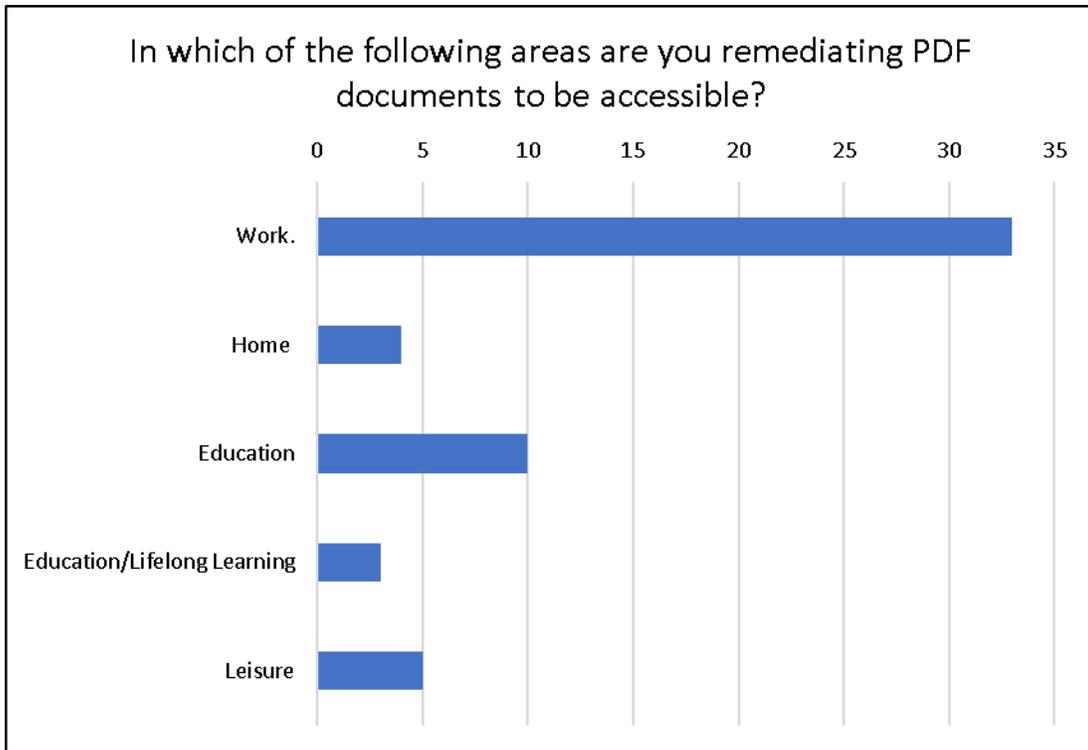
Author's comment: One of the things that has not changed since 2005, unlike HTML accessibility, is the amount of time, human resources and financial resources required to make a PDF document as accessible as it can be. We MUST have better tools that are more cost effective. We shouldn't have to "kludge" together expensive pieces of software just to get a minimum level of accessibility. As a PDF remediator with a disability, this has been one of my own long standing frustrations with the tools available...we don't seem to have made any progress in advancing the tools to make PDF documents as accessible as they can be.

In which of the following areas are you remediating PDF documents to be accessible? (Question 10)

We know from the two iterations of the PDF and the User Experience Survey that PDF documents are not “confined” to work or education. They are prevalent in every aspect of our lives. This question identifies where the work is being done to make PDF documents accessible in all areas of our lives.

Table 7 In which of the following areas are you remediating PDF documents to be accessible? (Question 10)

Answer Options	Response Percent	Response Count
Work.(for a company or organization for which I'm paid)	0.892	33
Volunteer Work	0.189	7
Home (for example appliance manuals or recipes)	0.108	4
Education (in a formal education setting such as school, college or university)	0.27	10
Education (outside of school, college and university) Lifelong Learning	0.081	3
Leisure	0.135	5
Other (please specify)	0.135	5



Other (please specify)

- My firm is hired to remediate PDFs.
- I manage 15 student and temp hourly employees who remediate PDFs for students with disabilities. We do that at a university every day.
- proposals and invoices
- I work for a University
- Sometimes I make PDFs accessible because it's a menu or something I need to share with visually impaired friends.

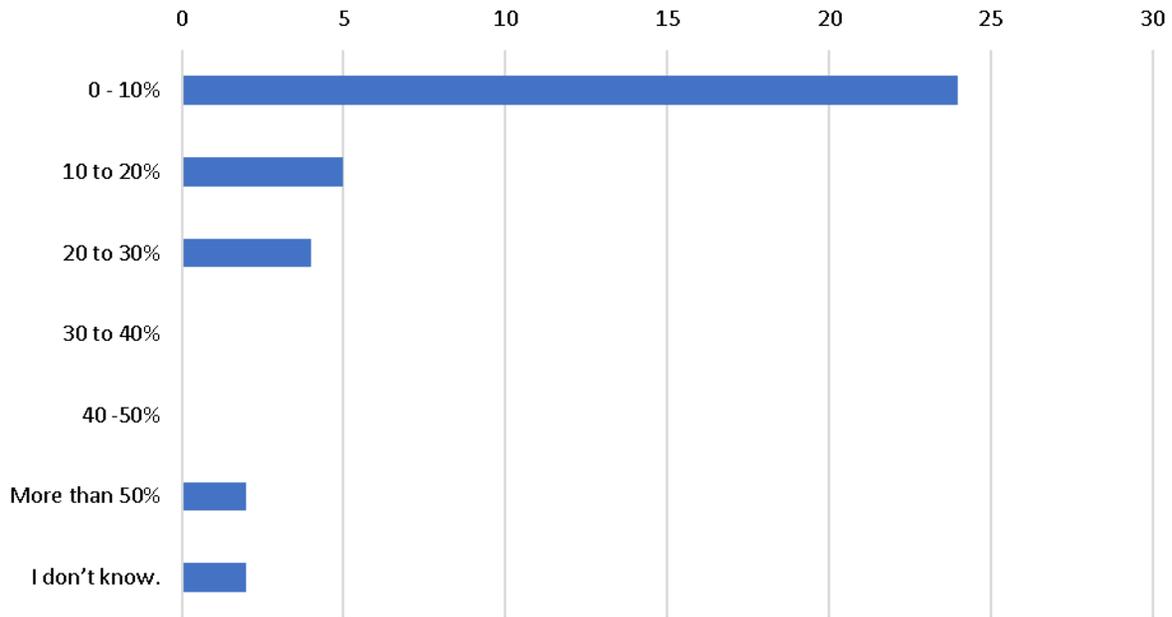
What is your estimate of how many PDF documents that you remediate are scanned documents? If none of the PDF documents you work on are scanned documents, enter N/A. (Question 11)

Once again turning to the PDF and the User Experience Survey, we know that scanned PDF documents are difficult to read due to scanning tools available. This question identifies how many PDF documents those of us remediating PDF documents encounter. This data may provide information on any gaps between generally untagged PDF documents and scanned untagged PDF documents.

Table 8 What is your estimate of how many PDF documents that you remediate are scanned documents? (Question 11)

Answer Options	Response Percent	Response Count
0 - 10%	0.649	24
10 to 20%	0.135	5
20 to 30%	0.108	4
30 to 40%	0	0
40 -50%	0	0
More than 50%	0.054	2
I don't know.	0.054	2

What is your estimate of how many PDF documents that you remediate are scanned documents? If none of the PDF documents you work on are scanned documents, enter N/A.

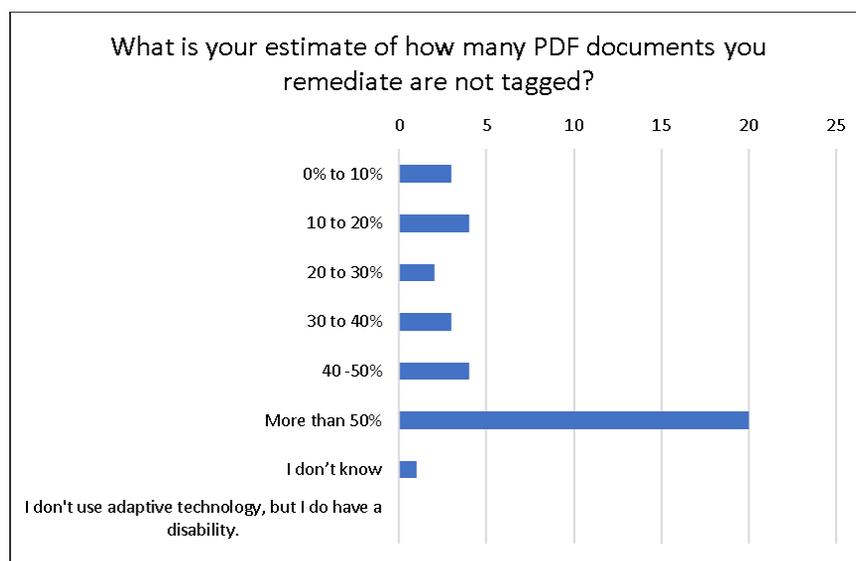


What is your estimate of how many PDF documents you remediate are not tagged? (Question 12)

This question identifies the amount of PDF documents respondents work on to make accessible that are untagged.

Table 9 What is your estimate of how many PDF documents you remediate are not tagged? (Question 12)

Answer Options	Response Percent	Response Count
0% to 10%	0.081	3
10 to 20%	0.108	4
20 to 30%	0.054	2
30 to 40%	0.081	3
40 -50%	0.108	4
More than 50%	0.541	20
I don't know	0.027	1
I don't use adaptive technology, but I do have a disability.	0	0

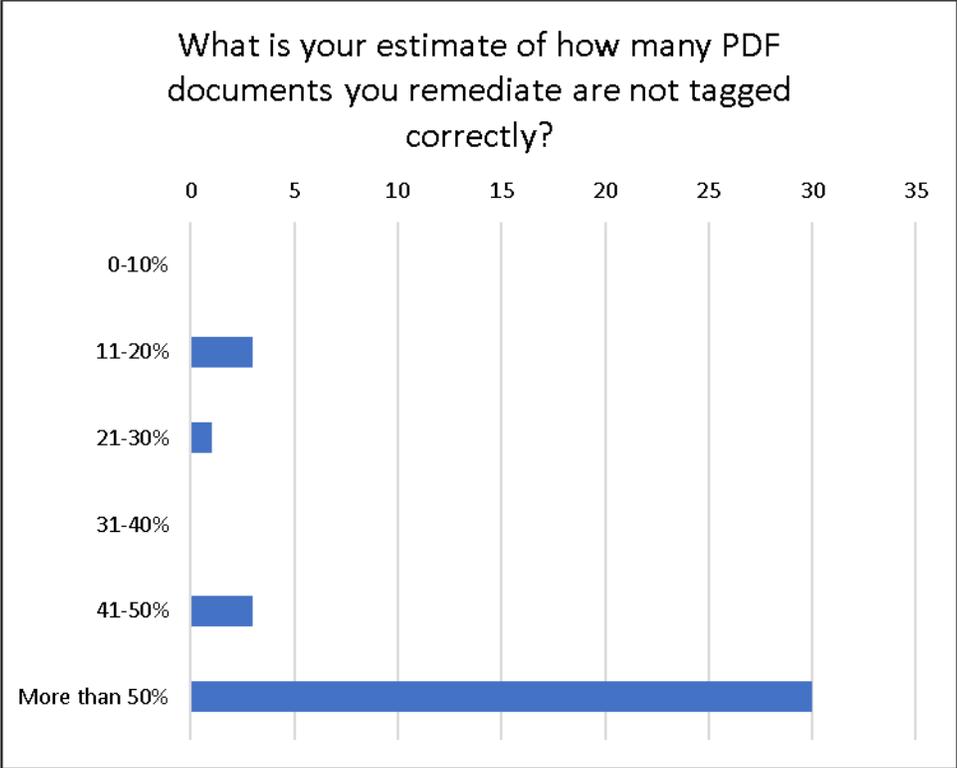


What is your estimate of how many PDF documents you remediate are not tagged correctly? (Question 13)

This question identifies the amount of PDF documents respondents work on to make accessible that are tagged but are not tagged correctly. This might be due to the inaccessibility of the source document or the failure of the tagging/conversion tool.

Table 10 What is your estimate of how many PDF documents you remediate are not tagged correctly? (Question 13)

Answer Options	Response Percent	Response Count
0-10%	0	0
11-20%	0.081	3
21-30%	0.027	1
31-40%	0	0
41-50%	0.081	3
More than 50%	0.811	30



How did you acquire the skills you need to be a PDF remediator? (Question 14)

As someone who is “self-taught” and a pioneer in the field of accessible document design and PDF remediation, it has long been the concern of the survey author that we have no training opportunities that keep us updated on the new tools, latest techniques and can provide peer support for those of us whose primary duty and responsibility it is to make PDF documents and forms accessible for those of us with disabilities.

This question identifies the strategies, training and learning opportunities respondents had and have access to in order to learn how to effectively remediate PDF documents to be accessible for those of us with disabilities.

Table 11 How did you acquire the skills you need to be a PDF remediator? (Question 14)

Respondent ID	Respondent Answer
5376643962	- I volunteered with Vision Australia's Digital Access team and learned from them a general introduction to accessibility and accessibility for Word documents. I worked with them on accessibility for InDesign/Acrobat. - completed InDesign Accessibility course at City Desktop Training - attended many workshops, webinars and conferences on accessibility (online and in Australia) - completed lynda.com PDF Accessibility - attended 2 x Forms Design workshops through UX Australia - 2 x Vision Australia workshops on InDesign/PDF Accessibility and Web Accessibility - membership with IAAP (2015, 2016, and early 2017 - I have yet to renew it after May 2017) - follow LinkedIn groups on accessibility and participate in discussions - refer to WebAIM, Deque, David Berman, Vision Australia, Media Access Australia, NNGroup, The Paciello Group, and similar reliable and experienced agencies for information - read up the standards of your own country and be aware of other countries' standards too - networking with community and meeting people with disability and understanding their needs - network, listen, learn, share, and teach others and spread the word about accessibility and its benefits for everyone - more experience at work - continuing professional development and lifelong interest in accessibility
5376520043	Co-worker training and webinars.
5376254201	Self learning via work
5376016124	AMAC training and trial-by-fire at Grinnell College during a website redesign
5370269009	I'm giving numbers for our company's team. A parent contractor initially taught our branch head, but we've largely taught each other or are self-taught.

Respondent ID	Respondent Answer
5360743857	Trial, error and testing.
5360440177	On the job training; AHG; CSUN; webinars; listservs; trial and error
5357722488	Online documentation; in-person and online training; exchanges with colleagues; conference presentations.
5355772103	Self taught through Internet videos, forums, Adobe.com
5355587085	Self study and practice.
5355358500	I taught myself by reading articles, blog posts and asking questions on email list forums.
5355256687	training through PubCom.com; I do most of it setting things up in InDesign if possible.
5355189286	Trainings, online communities, online resources, workshops
5355112867	self-educated, discussions in teams, meetings, conferences (i.e. PDF Days, PDF Accessibility Days, ...)
5354770124	Trained on the job + TONs of research and training online on my own time. Lots of trial and error.
5354690678	Training, reading, years of experience
5354663136	self taught through website tutorials
5354436488	Training through Karlen Communications
5353725412	Online
5353708790	mentor/supervisor
5353640400	PDF Association, testing, reading
5353211710	Self-learning from materials found online; attending conferences
5353172206	Trial and error (making changes and listening to the changes with a screen reader) and online tutorials

Respondent ID	Respondent Answer
5352654440	research, trial and error, tutorials, conferences
5352594136	On the job training and study
5352556014	Dogged research and mind-numbing repetition.
5352534573	Google, webinars, and trial and error I am self taught. Later on I found other people struggling too, and we worked on issues together
5352517019	Trial and error work
5352503024	online tutorials, working directly with assistive technology and low vision users
5352487071	Reviewed learning videos on how to remediate PDF documents. Using Google search to find solutions to complex tagging issues like data tables, Table of Contents, Footnotes, etc.
5352433202	Trial and error, reading ISO 32000, testing with screen readers, giving up and joining standards boards to make it better.
5352281037	On the job training.
5352157617	I was trained at my current job.
5352144350	Initial training sponsored by the University, then research, reading manuals like yours, and practice, practice, practice.
5352119442	Trial and error and research.

What are your recommendations for training of anyone wanting to enter the profession of PDF remediators? Include any comments on professional development opportunities as well. (Question 15)

This question identifies ideas and recommendations for those new to the field of PDF remediation on professional development and also provides some insight and recommendations for those of us who do provide training on PDF remediation/accessibility as to where some of the gaps are in the training we provide.

Table 12 What are your recommendations for training of anyone wanting to enter the profession of PDF remediators? (Question 15)

Respondent ID	Respondent Answer
5376643962	Same as my replies to previous question
5376520043	N/A
5376254201	N/A
5376016124	Adobe and MS and Deque offer great free/low cost training. There's not enough out there about forms.
5370269009	Will comment on Acrobat table editor later, apparently the best reason to buy CommonLook. AFAIK, you have to go to NetCentric to get trained, which is difficult for our company because we telework from all over the country. It would be great if they offered online training.
5360743857	Learn Acrobat first, then remediating PDF files.
5360440177	Focus more on training content creators to CREATE accessible born documents. Harder and slower work but more rewarding in the long-run. Don't get too good at remediation - get good at education and developing campus wide tools to encourage built-in accessibility. Lynda.com apparently has some great resources but I haven't used them.
5357722488	Get basic training and then work with an experienced mentor.
5355772103	Small classes or one-on-one.

Respondent ID	Respondent Answer
5355587085	Study the Matterhorn Protocol (it should be every PDF remediator's gospel); W3C WCAG 2.0; Shameless plug: My website taggedpdf.com; my YouTube channel Tagged PDF.
5355358500	Depending on your learning style, either take a class or learn through reading papers and articles about it, watching videos, etc.
5355256687	pubcom.com is great!
5355189286	N/A
5355112867	In a German project called BIT inclusive I was responsible for the creation of a new testing procedure according to PDF/UA. In the same time we created a concept for teaching PDF Accessibility face to face and online via Moodle. All of these concepts have been applied successfully. We certified about ten competence centers for accessible IT incl. PDF.
5354770124	I'm sure there are classes that you can take. I would recommend those over my process of just figuring it out.
5354690678	Trainings, experience
5354663136	Find someone who knows how rather than self teach
5354436488	I suggest hands on and follow up training would be beneficial as well as keeping notes and records to look back on
5354205251	N/A
5353725412	N/A
5353708790	We have been directing folks on our campus to take the training offered by Lynda.com. They are able to take it for free through our public library if they have a library card.
5353640400	N/A
5353211710	Keep on the lookout for tools that will improve the efficiency of the process. Remediating documents in Adobe Acrobat Pro is extremely frustrating and very time consuming because it is error prone and there is no "undo" function.

Respondent ID	Respondent Answer
5353172206	Fix the easily identifiable issues first (title, language, images). Use a screen reader to ensure the reading order is correct. Fixing the reading order is the most tedious part.
5352654440	need to be a patient person who can think creatively
5352594136	I'm self taught, but with extensive programming background-- so I'm not sure. Anyway, thorough understanding of html5 would be critical, however acquired. I doubt that Adobe tutorials are useful beyond getting started.
5352556014	1. Remediators should know how to measure and set their accessibility goals for a given document. 2. Remediators should understand the remediation tools that are available to them, and how those pertain to specific accessibility barriers.
5352552203	N/A
5352534573	It is hard to find good training. Find user groups, google. Adobe web site has documentation, but it is often not easily understood/usable.
5352517019	Have time and patience
5352503024	WebAIM and related sites are a great starting point. A number of articles exist regarding accessible PDFs. The book "Web Accessibility" while a bit dated, still has strong introductory and basic-level information.
5352487071	Lynda.com has some pretty good instructional videos on how to remediate PDF documents. There are three different learning videos that account for about 11 hours of instruction. These videos go into pretty complex structure issues and are easy to follow. There doesn't seem to be anything out there on how to remediate PDF forms, though. CSUN conference is a good place to learn more about PDFs in general in some of the sessions.
5352433202	Learn how to use the authoring applications that can create PDFs. Learn the nuances of all of them to know what to watch out for. Adhere to the standards instead of relying on getting them to work with AT, which will try to "fix" mistakes in the PDF, often with undesirable results.
5352281037	Research, ask questions, join forums
5352157617	N/A

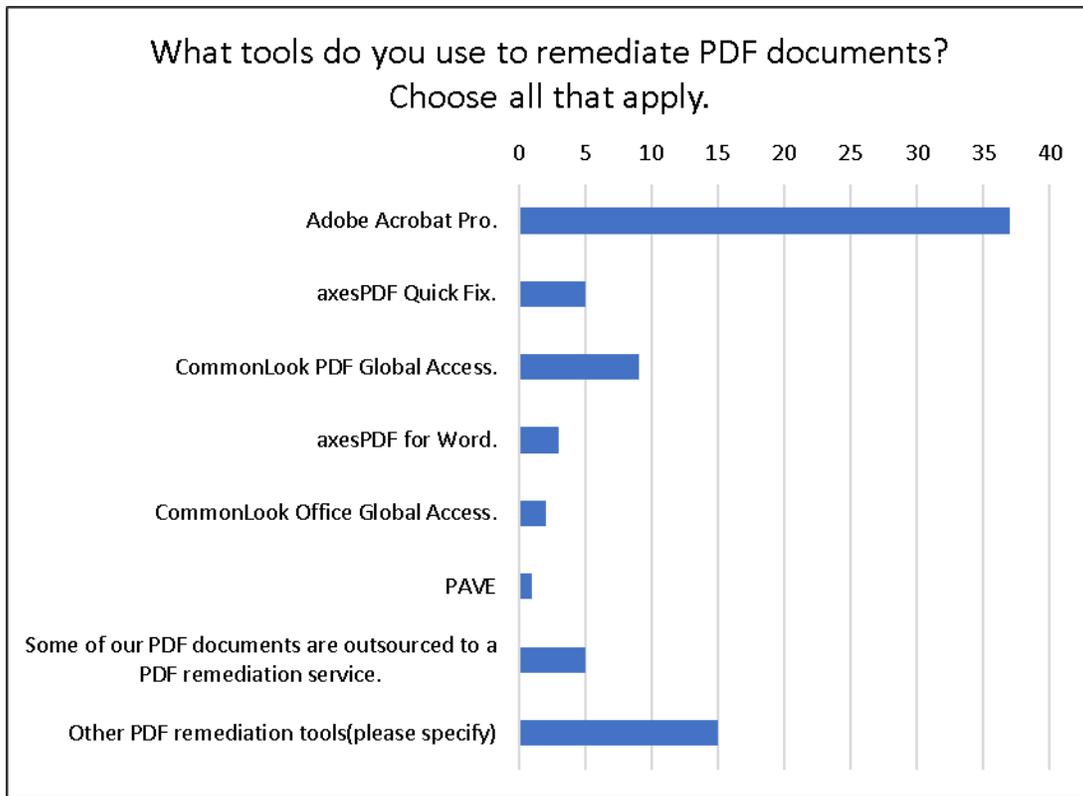
Respondent ID	Respondent Answer
5352144350	Try to discourage anyone from using a PDF online which I do. Failing that, online courses, in person courses, NetCentric, Deque, your sessions at conferences, talking to those who remediate documents.
5352119442	Make sure you start with someone who is aware of your local laws, such as a State law that may be different and require more than the federal law.

What tools do you use to remediate PDF documents? Choose all that apply. (Question 17)

Most of us use Adobe Acrobat Pro to remediate PDF documents to be more accessible for those of us with disabilities. This question identifies other tools being used which might be helpful for those of us looking to supplement our tool boxes.

Table 13 What tools do you use to remediate PDF documents? Choose all that apply. (Question 17)

Answer Options	Response Percent	Response Count
Adobe Acrobat Pro.	1	37
axesPDF Quick Fix.	0.135	5
CommonLook PDF Global Access.	0.243	9
axesPDF for Word.	0.081	3
CommonLook Office Global Access.	0.054	2
PAVE	0.027	1
Some of our PDF documents are outsourced to a PDF remediation service.	0.135	5
Other PDF remediation tools(please specify)	0.405	15



Other (please specify)

Text

- "PDFgoHTML by Callas Software, not to remediate, but to check my tags, links, and overall content and reading order (it provides a quick visual HTML layout of your document and form and helps you pick out errors that are missed by Acrobat Checker)
 - PAC 2.0 Checker also to check for accessibility
 - Keyboard testing
 - Screen reader testing
 - Hemingwayapp.com to check reading comprehension/reading level of documents
 - And if I saved enough, I will also get axaio MadetoTag (It is quite expensive at € 599 license but I am aware of its features and I need those features to make my work easier. However, there will be no need for extra tools like MadetoTag or CommonLook, if the source software like Word or InDesign are improved with more accessibility features.)"

- As co founder of GrackleDocs, we are also teaching people to remediate at the point of creation.
- Sometimes we revert to the original source document, fix it, and re-PDF it. Often ends up being faster than other methods.
- SensusAccess, ABBYY FineReader single license. OmniPage single license.
- PAC 2; PAC 1.3; Callas PDF go HTML; VIP Reader; CommonLook PDF Validator
- Most of what I do is troubleshooting in InDesign back and forth with Acrobat.
- Callas PDF ToolBox.
- pdf reader
- remediate source document and export to PDF
- axaio MadeToTag
- I do a lot of work in source files (Word, InDesign, etc.) and republish to PDF, then finish fixing in Adobe Acrobat
- I want very much to look at other tools and intend to do so in near future.
- PDF Accessibility Checker v.2 (for identifying issues)
- "PDFgoHTML
- PAC 2.0 (Useful for incremental remediation)
- Abby Fine Reader is software that helps a great deal in making a scanned PDF into something that can be remediated. Also use screen readers to test (NVDA, JAWS) CommonLook Global Access is my go to tool, though.

What standard(s) are you using when making PDF documents accessible? (Question 17)

Are we making PDF documents accessible to any standard or legislative regulations? Or, are we just trying to make PDF documents more accessible than they are untagged? Are we following a check list, set of checkpoints or policies developed by our organizations?

This question identifies whether respondents are using any standards when remediating PDF documents to be more accessible for those of us with disabilities.

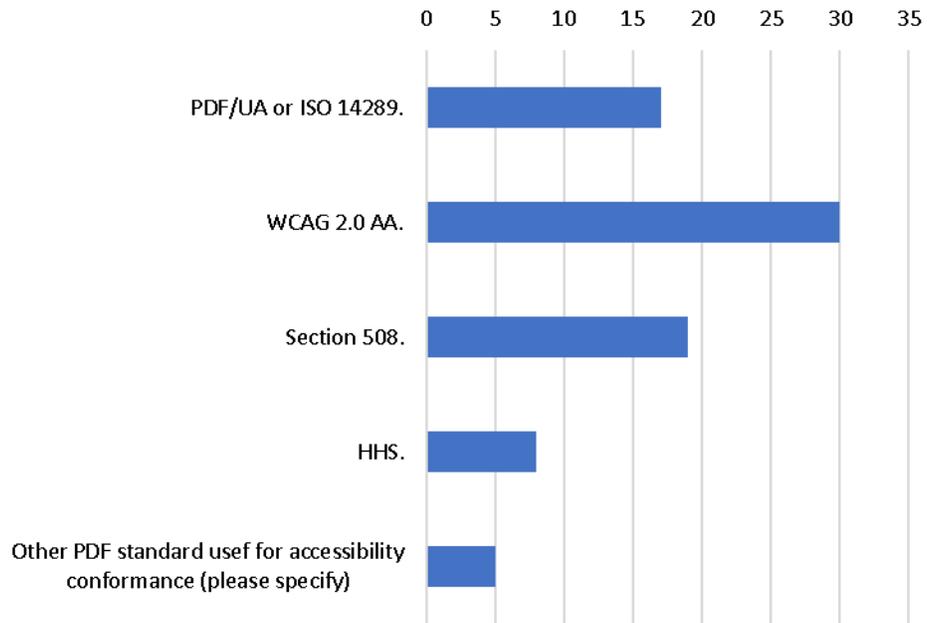
Table 14 What standard(s) are you using when making PDF documents accessible? (Question 17)

Answer Options	Response Percent	Response Count
PDF/UA or ISO 14289.	0.459	17
WCAG 2.0 AA.	0.811	30
Section 508.	0.514	19
HHS.	0.216	8
Other PDF standard used for accessibility conformance (please specify)	0.135	5

Other (please specify)

- Veterans Administration. The frustration here is that different agencies, while agreeing on the basics, don't all address or agree on the details, and yet point to each other.
- Specific PDF policies of our client.
- BITV 2.0, based on WCAG 2.0
- The issues listed in Acrobat Accessibility Checker
- ISO 32000

What standard(s) are you using when making PDF documents accessible?



What are the frustrations you have with the tools that you use to make PDF documents accessible? Please identify the tool and specific frustrations/problems. (Question 18)

This question identifies what is not working, what the frustrations are in trying to remediate a PDF document to be more accessible and provides data for developers to hopefully improve their tools for working to make PDF documents accessible. It also serves to provide some positive support for those remediating PDF documents.

Table 15 What are the frustrations you have with the tools that you use to make PDF documents accessible? (Question 18)

Respondent ID	Respondent Answer
5376643962	I use mainly InDesign and Acrobat. InDesign has improved with more accessibility features and works well with Acrobat; probably the accessibility outcome is at 6/10 if the scale is 10 with perfect accessibility outcome. But there is a lot more is missing, it is still frustrating to do accessibility work, there is a lot of checking and going back and forth between the 2 software to get everything correct. The more complex the document (more images, graphs, charts, tables, links, or form elements) the more harder/longer they are to make accessible. This work is not for the faint-hearted. You need a lot of discipline, patience, and eye for detail. I will be able to list all my 'would like to have' from these 2 tools if required.
5376520043	N/A
5376254201	Most tools do not have a pedagogical approach that teaches a user how to make output accessible, it needs prior knowledge. GrackleDocs advises what is wrong and how to correct it.
5376016124	Adobe - forms are complicated or I don't know how to do it
5370269009	Acrobat table editor UI -- something where you could assign the same ID(s) to an entire row/column at once, without having to open the menus for each cell. I'm not sure how CommonLook does it. AxesPDF was onto something. Also, it's largely dependent on the doc layout in showing its grid lines, so much so, that even if you tag from scratch correctly, you may never get the grid to show right -- simply because, for example, a header legend sits too high or too far to one side in its cell. So I always have to say, it's just a tool that can clue you, but do the regularity check.

Respondent ID	Respondent Answer
5360743857	TURO doesn't have selections for all major Tags. No un-do in the order and content panels. Need global search and replace capabilities for tags. When something is change in the tags tree, it should also be change in the order tree. The Adobe checker doesn't check for color contrast. The Adobe checker doesn't check for much, actually! Need a more thorough checker. CommonLook's checker finds items that aren't necessarily failures. Acrobat's linking tool is slow and cumbersome. Acrobat's Alt-text tool is off: when you select an item in the panel, its matching highlight is about 1" away from the actual item on the page. Such as it's 1" to the right of the photo. When you have a lot of graphics on a page, it's tough to know exactly which graphic you're adding the Alt-Text to.
5360440177	N/A
5357722488	Acrobat Pro v. 11 - Remediation of complex tables has gotten better, but still often need a lot of work. - Would love to be able to change a tag type using find & replace (find "h4"; replace with "h5").
5355772103	Acrobat Pro - Would prefer my structure trees in Content, Order, and Tags tabs wouldn't close up on Save. Wish the Read Aloud function worked properly on Macs. Wish the TouchUp Reading Order tool had list capabilities. Wish the <TH> tag automatically had a Scope of "Column" filled in when using the Table Editor due to the majority of <TH>'s having a scope of Column. Wish a list was recognized within a Table Cell instead of having to create the list manually. Sometimes get thrown out of Acrobat when selecting a table using the TouchUp Reading Order tool to view with the Table Editor.
5355587085	Acrobat Pro accessibility checker is feeble (remedied by using PAC 2); PAC 2 does not excel at complex table remediation (remedied by using PAC 1.3); CommonLook PDF Validator gives too many false positives; No tool that I know of automates proper populating the Contents Key of link tags using the Title attribute of the target page.
5355358500	Word and PowerPoint to PDF using Acrobat Professional doesn't always tag everything. Word to PDF using Acrobat Professional does not tag labels in lists.

Respondent ID	Respondent Answer
5355256687	If Acrobat's tag tree would have a page by page view it would help navigate the tree. Having to use two tools (Articles and layers) in InDesign seems redundant. Some strategizing to make things compliant results in graphic design less effective for sighted which was the primary purpose of the product given it was professionally designed. Anchoring figures in InDesign for correct tag tree reading results in text wrap fail. HHS standard font list unrealistic for graphic designers. Acrobat has gotten better about visually indicating where problem is with compliancy but sometimes still won't indicate visually on page the issue. There are always things that must be done in Acrobat or other program after InDesign instead of completely producing a compliant product out of InDesign from the get go.
5355189286	Adobe: create multiple tags of one kind, Table editing, obsolete adobe reading order instead of tag order support, creating lists manually is time consuming, Quick Fix: no tag creation possible, editing of tag tree (order etc.) not possible
5355112867	Accessibility of the tools themselves: non-scalable fonts. Other: no undo function in Acrobat Pro, no remediation of similar structures in Acrobat Pro (CommonLook provides this), inserting SubTypes (i.e. header, footer etc.) very complicated in AA Pro, table remediation takes a too long time.
5354770124	There are some problems that we run into that have no clear way of fixing or the fix is INCREDIBLY cumbersome and time consuming. TO the point where it is too expensive to fix.
5354690678	Bugs in converting from Word to PDF, not all criteria of PDF/UA can be handled directly (List Numbering, Language)
5354663136	tables, shaded areas difficult
5354436488	lack of a title tag tab stops are often read as tables an require a lot of extra work when dragging the tags to reorder I drop and lose them often (fine motor issues) Alt texts don't always transfer in the conversion to PDF
5354205251	N/A
5353725412	Not easy to use- Adobe accessibility tool
5353708790	Acrobat Pro is buggy and is prone to crashing, especially when used with a screen reader. Sometimes things disappear, text looks visually like text but appears as garbled text in the tag tree and with a screen reader. Sometimes tags do not appear when an item is tagged using the touch-up reading order tool. InDesign tags do not role map with Acrobat tags without complication.

Respondent ID	Respondent Answer
5353640400	all tools are buggy or circuitous
5353211710	Adobe Acrobat Pro DC - no undo - content randomly goes missing - time consuming - fixing the read order in the read order panel does not always result in the same order in the tags panel CommonLook - no good materials for learning to use it with different types of documents; the Quick Start Guide is good but most of our documents do not behave the way the sample document did in the Guide - no process for fixing PDF forms (as far as I can tell)
5353172206	I use Adobe Acrobat Pro DC. Changing the reading order is time-consuming and tedious. Forms with checkboxes are often read as "F" or "C" rather than checkbox, and it's time-consuming to add alternative text to override this issue. Documents that are generated via databases are seldom tagged properly and it's difficult finding a way to fix these PDFs. Screen readers read each individual character rather than words, making it unusable. Tables converted from Word that are missing headers are difficult to fix in Adobe. There are often times no way to undo a change I've made, so I have to start over. The change is auto-saved, and often times that negates 30 minutes of work. I have to save often and create new versions to ensure I have a back-up. When adding alternative text, sometimes the image is not properly highlighted within the PDF, making me guess which image I'm actually making a change for. Color contrast requires a manual check.
5352654440	Adobe acrobat is very buggy, it will delete content/refuse to truly delete tags, can't always find all content, flag false positives. Tagging work in InDesign/Word does not always show up in Adobe Acrobat
5352594136	Acrobat Pro destroys the tags if document is edited. I OFTEN find myself needing to redo work. Also, "save to PDF" often is bad from MS products like PPT, and from InDesign! Why are so many nonstandard tags generated?
5352556014	They are not intuitive, and most people have no idea what the majority of the tools do.
5352552203	Difficult to fix nested information
5352534573	Adobe has terrible accessibility tools, and made it very frustrating to try to make accessible documents. It got much better after purchasing CommonLook.
5352517019	Not being able to change or move tags, reading order, every version has to be relearned to figure out how to make PDF accessible

Respondent ID	Respondent Answer
5352503024	<p>-When creating a table, you can not copy & paste from another document and have a correctly formatted and tagged table, you must build by hand. -When removing bad tags Acrobat X Pro also removes the image and it must be re-inserted -and- - When tagging an image which has a logo and text in the image, Acrobat X Pro separates them into two individual items. Removing a bad tag may delete one or the other element. -Acrobat X Pro is very inconsistent in bringing in links from MS Word docs. At times it will bring all the links, other times, none of the links. Occasionally, it will bring in most of the links but not others.</p>
5352487071	<p>Using Adobe Acrobat exclusively for remediation, there doesn't seem to be a good source that states how the Tags panel, Reading Order panel, and Content panel work in relation to one another. Even after running the Accessibility checker, a report can come back saying the document is completely accessible, however when using a screen reader to actually test the doc there are still flaws that need to be addressed in either the Tags, Reading Order, or Content panel; but it's hard to know which one.</p>
5352433202	<p>Acrobat: Makes it difficult to add Content keys, list numbering attributes, and find and remove empty bankers boxes. Adjusting for color contrast via edit wipes out all marked content sequences. Constantly loses Bbox values for figure tags randomly. Auto tagging fails to adhere to basic 32000 rules Compliance Validators do a terrible job of explaining in human language why something isn't working right. Adding a link requires an extra step of adding OBJR tags Adding background artifacts damn near impossible without opening reading order pane. Same with the table editor, which doesn't always become available. Auto tagging OCR suspects don't adhere to the set document structure. Authoring applications have bizarre and conflicting understanding or interpretation of standards. InDesign adds amazingly superfluous amounts of span tags.</p>
5352281037	<p>Adobe Acrobat has unlimited frustrations. I have no frustrations using CommonLook (other than the complexity of the job itself).</p>
5352157617	<p>N/A</p>
5352144350	<p>Acrobat Pro is a nightmare to use. The lack of an undo option when tagging, the way tags disappear, the way content suddenly becomes untaggable, the difficulties in reordering the reading order. I can't say enough negative things about it.</p>
5352119442	<p>Acrobat Pro isn't enough and CommonLook can be glitchy. Also, we can only provide CommonLook to a few select staff, because of the expense.</p>

What are the things that work well for you when making a PDF document accessible. Please specify the tool and the specific things that work well. (Question 19)

Those who are developing tools for those of us who are remediating PDF documents to be more accessible find helpful information in the data from this question. For those using the tools, this question might confirm frustrations and potentially offer alternative tools.

Table 16 What are the things that work well for you when making a PDF document accessible. (Question 19)

Respondent ID	Respondent Answer
5376643962	InDesign and Acrobat, also. It makes fairly accessible documents, if the documents are simple. As I've said, probably the accessibility outcome is at 6/10 if the scale is 10 with perfect accessibility outcome; but there is a lot more that can be done to improve the tools. A remediator should also be using a few other tools (Callas pdfgohtml, PAC 2.0 checker, possibly other tools like AxesPDF or axaio MadeToTag) to check his/her work to make sure the document is accessible and not just rely on Acrobat Checker, which is always not enough. Also has to check manually for reading order, if the image alt texts make sense/correct context, if keyboard and AT accessible - I rely on the extra checking beyond Acrobat Checker, to ensure accessibility and usability of PDF documents/forms.
5376520043	N/A
5376254201	GrackleDocs of course ;)
5376016124	N/A
5370269009	AxesPDF is way better than Acrobat for visually checking scope and ID assignments. Main thing is that you can select multiple cells in a row or column and give them all the same headers, but this wipes out the headers that were already there. So if you do this to all your rows, then you try it on a column, you'll be undoing your work. (You have to do the rest of the headers cell-by-cell.) Also, it would help to be able to clear the header array with one click. And the array order is forced on you (headers listed left-to-right, top-to-bottom, which granted may be sufficient for most jobs). Wrote to Axes4 about this and was hoping to see it in 1.3, but it's been a while with one of their main guys moving on.
5360743857	Uh, thinking hard on this one...Hmmm. Commonlook does a good job fixing tables, lists, and tables of content.

Respondent ID	Respondent Answer
5360440177	N/A
5357722488	Acrobat Pro v. 11, A lot is working well. Looking forward to trying out Pro DC.
5355772103	Majority of the functions of the TouchUp Reading Order Tool work well. Could always add more (such as list functions).
5355587085	Use but do not rely on automated tools. Knowledgeable human inspection and manual remediation is essential. Ongoing study and practice builds expertise.
5355358500	N/A
5355256687	Strategic design out of InDesign plus Acrobat remediation works most of the time. It's that last 5% of troubleshooting plus deadlines that cause problems.
5355189286	N/A
5355112867	Acrobat Pro: Tagging, Wizard "make accessible", creating forms
5354770124	I use a combination of actions in Acrobat and PAC2 to automatically fix things and check for common errors which speeds things up a lot. We also have a robust review process where each file is reviewed by at least 3 people before delivering to the customer so we very rarely deliver our mistakes.
5354690678	Axes Quick Fix, Acrobat DC
5354663136	reading order most of the time
5354436488	N/A
5354205251	N/A
5353725412	converting a pdf image to text--- adobe acrobat
5353708790	Seems to work better when Word is the source document- they don't export perfectly so there is always a bit of work to do still but definitely better than documents that originate in InDesign.
5353640400	N/A

Respondent ID	Respondent Answer
5353211710	Working with forms in Adobe Acrobat Pro DC is relatively easy but it would be helpful to have hints such as - don't include a - or a / in the form name because this causes JAWS to skip over reading that element
5353172206	I use Adobe Acrobat Pro DC. The Full Check is easy to use. Most of the changes are simple, like adding a title, the language, images, etc.
5352654440	MSWord/Office's new accessibility features for mac are long awaited and tend to work smoothly. They are very user friendly for those who want to learn to remediate their own documents, but are only familiar with accessibility. When Adobe products are behaving, they have some amazing features, such as enhancing scans.
5352594136	Acrobat Pro at least makes it easy to fix document metadata.
5352556014	Touch Up Reading Order in Acrobat is a good tool for most uses. Also tag and order panels for getting information in the right sequence and the right semantic role.
5352552203	Adobe Acrobat- the easy things that Adobe can fix on its own
5352534573	CommonLook has made a huge difference. I love the tables, lists, and TOC tools
5352517019	It is always hit or miss if a document will be easy to make it accessible.
5352503024	Tagging forms has become much easier with the advent of Acrobat X Pro and DC.
5352487071	The Accessibility Checker in Acrobat Pro, for the most part, is very useful.
5352433202	Sometimes going back into the authoring application and setting it up correctly is the best approach. Sometimes doing it over in another application is better.
5352281037	CommonLook PDF is the tool. Everything works well for me. Even if there are things that need to be touched up (because no software is perfect) fixing those things in CommonLook is fast and easy too - much easier, faster, and less error-prone than in Acrobat. I love that I can merge tags and undo mistakes easily in CommonLook!
5352157617	N/A
5352144350	CommonLook: ease of tagging using keyboard shortcuts, ease of moving content around, the table editor. Can't say enough good things about this tool. ABBY FineReader: does a great job in tagging content hidden in images. Helps a lot in difficult cases.

Respondent ID	Respondent Answer
5352119442	I like the global changes I can make with CommonLook, such as flattening the tags and cleaning up empty tags (and the choice to leave the empty tags in the tables). I also love the tag similar feature in CommonLook and the tests that checkers that seem to be more accurate than Acrobat Pro. Also love that you can move tags up and down with Control + Shift and the arrow key in CommonLook (less mouse use).

What improvements do you want to see in the tools you use to make PDF documents accessible? This is your chance to create that wish list! (Question 20)

Those of us who remediate PDF documents to be more accessible aren't often asked what improvements or new tools we would like to see. One of the questions I get asked a lot when doing pre-conference workshops or training in general is "why can't we have one inexpensive tool that does what we need it to do?"

This question is an opportunity for those closest to Tags in PDF documents and who spend hours making PDF documents more accessible to have a voice in letting developers know what improvements are needed in the conversion tools and the remediation tools.

Table 17 What improvements do you want to see in the tools you use to make PDF documents accessible? (Question 20)

Respondent ID	Respondent Answer
5376643962	- More accessibility features built-in in InDesign and then more support to integrate the accessibility features when exported to Acrobat - Ability to check for accessibility within InDesign (maybe a preview or quick accessibility check, or highlighting where the document may be inaccessible) without waiting to export to Acrobat before being able to ensure the document's accessibility - ability to affect the form element's properties (font, font size, behaviours, ability to specify values example for date/month/year) within InDesign and not wait until the PDF is created and do the changes in Acrobat
5376520043	Images sometimes don't load completely/properly in Commonlook PDF Global Access, would be nice if that was resolved.
5376254201	Tools should have a teaching approach rather than a user being fully conversant through self learning.
5376016124	How to make typeable forms
5370269009	Glad to see Acrobat implementing Matterhorn. Not sure if Print Production > Preflight should be the sole way to get to it, instead of directly through Accessibility. Also, Acrobat isn't showing yet where a PDF/UA error is, unlike other Preflight issues. AxesPDF -- Also needs to show where on the page the errors are. I'll often open up PAC 2 alongside just for that purpose.

Respondent ID	Respondent Answer
5360743857	Un-do in Acrobat! Better identification of reading order problems. Better identification of Heading tag irregularities. Being able to tag something as a caption in TURO. Right now, it's figure/caption, a combo. I want a plain "caption" tag without a figure, which would be tagged separately. Contrast checker in Acrobat checker.
5360440177	better job with handwriting
5357722488	See earlier responses - "Find & Replace" for tag types.
5355772103	See previous answers.
5355587085	With the exception of properly populating the Contents Key of link tags using the Title attribute of the target page, the tools are already pretty good. A weakness in one tool can usually be compensated for by using a different tool for that task.
5355358500	Tag bullets as labels in lists (Word/Acrobat Professional)
5355256687	Having the control in InDesign to produce a perfectly compliant product rather than to use two programs to remediate. Option for Acrobat tag tree showing page by page. Fix anchoring causing text wrap fail in InDesign. Overall reading order tool instead of setting up layers and articles in InDesign.
5355189286	Quick fix: creating and moving tags in tag tree Table editor that works properly More transparency concerning font/ Unicode mistakes
5355112867	Integration of PAC 3 in AA Pro. Better Table-Remediation in AA Pro. Less clicks for single functions in AA Pro -> simple creation of macros.
5354770124	I wish there was an easy way to fix the Alternate Descriptions error we have. That process is terrible. I'm sure there is a tool out there that can fix that easy but we can't afford it. Also (and this probably isn't what you want to hear) I wish PAC2 gave me the ability to save the report. Our customer demands a report of the AR.
5354690678	List Numbering from Word Export Adding more empty tags at once Open several tags at once
5354663136	better table recognition
5354436488	if you drop a tag while moving it - for it not to be lost for tab stops not to be read as a table

Respondent ID	Respondent Answer
5354205251	better collaboration with NVDA
5353725412	clearer explanations on fixing errors in acrobat.
5353708790	Acrobat Pro needs to be much less buggy, needs better OCR capabilities, and definitely needs a better licensing/pricing structure as the current ones totally stink. I'm not a fan of subscription-based software.
5353640400	less bugs, easy to use
5353211710	Undo function in Adobe Acrobat Pro. Fix the bugs in Adobe Acrobat Pro. CommonLook - provide tutorial videos covering more scenarios and application functions so we don't have to pay high prices for training.
5353172206	Automatically detect color contrast. Make it easier to identify checkboxes. Make it easier to change the reading order. Sometimes after changing the reader order, it's still not correct. Make it easier to add table headers.
5352654440	Adobe acrobat needs to work out the bugs and needs to allow an "undo" function for accessibility changes. It also needs to allow for changes made in other products (that it claims to work with) to actually transfer to the PDF 100% of the time. Form tagging and content reordering has to work better, it can be infuriating.
5352594136	Standard html5 tags! Safeguard tags upon rewriting content. Make it easier to locate and tag untagged items.
5352556014	Clearer representation of ordering and tagging options; better tools for managing PDF forms accessibility.
5352552203	Cut down on the time it takes to remediate.
5352534573	I would love to see Adobe have a good accessibility checker that conforms to at least one legal standard (32 items checked is not enough) and be able to EASILY tag tables (simple and complex) and lists properly.
5352517019	have the tool user friendly so that it is easy to figure out how to work the tool. easy to delete and fix errors or text boxes or tags or reading order
5352503024	Acrobat Pro: - Recognize images with a graphic and text as one item for tagging purposes - Consistency in bringing links in from MS Word and other MS products - Automated way to remove all tags with no content element attached (common in MS Word-originated PDF conversions.

Respondent ID	Respondent Answer
5352487071	A more versatile Accessibility Checker tool that will allow you to jump to the spot that needs addressing, with tips on how to fix an issue, an information as to why the issue needs to be addressed for accessibility.
5352433202	If something is going to export a PDF with tags while noting it's explicitly for accessibility, it would be awesome if that application would export tags correctly using the PDF standard. A more friendly UI couldn't hurt. This isn't brain surgery we do.
5352281037	None.
5352157617	I can't think of any, I haven't been doing it long enough. Maybe a way to see what/how a screen reader will read things phonetically without having to listen.
5352144350	Would love to see CommonLook's alternate text retained when document is saved. Would love to see Acrobat completely revamped to make it more useful and less frustrating.
5352119442	It would be great if the things I said I love in CommonLook were possible in Acrobat Pro. Acrobat needs to have a more robust testing tool.

Additional comments (this is an optional question). (Question 21)

This optional question identifies anything else respondents want to say about the work they do, the tools they use and things they need to do their work more efficiently and cost-effectively.

Table 18 Additional comments (this is an optional question). (Question 21)

Respondent ID	Respondent Answer
5376643962	If the tools like Acrobat and InDesign are improved, there will be less need for other remediation tools, because creators/designers can build in all accessibility requirements on the source file, and less need to remediate. The easier the work on accessibility for creators and designers, then there will be more accessible PDFs that will be created. Less frustration for creators/designers, more accessibility/usability and convenience for PDF users.
5370269009	Thanks for the survey.
5355587085	As opposed to focusing exclusively on tools, I would like to see vast improvement in the human aspects of PDF remediation. Stop expecting the tools to do all the work for you. Take personal responsibility and ownership to optimize the user experience for as wide a reader audience as practical.
5353708790	Sometimes I look at a document and think I can have it tagged in no time. Then reality sets in and I end up finding weird things in the document that end up making it take much longer than it should have.
5353211710	Why do we even need to remediate PDFs? Why can't the creation tools just do everything that needs to be done by default? Why can't Word and InDesign prompt users to enter Alt text for images and use Headings, etc.???
5352534573	Adobe needs to understand that people cannot conform to government regulations using their tool. They need to step up their game!
5352517019	PDF remediation is time consuming and very confusing. it would be so much nicer and wonderful if it was easier to understand and use, especially to train and encourage others to use it and make their document accessible.

Respondent ID	Respondent Answer
5352144350	It would be great if we could convince people that visitors to websites don't download PDFs unless they can't get the information in any other way, that PDF was made for printing, not for online use. It feels so archaic to continue to try to work with these documents whether accessible or not. Like doing all we can to preserve something that has no real value or place in the world today when it comes to online content.
5352119442	More free trainings for testing the PDF for accessibility--what's the correct way to test a PDF type of thing.