

Karlen Communications

PDF Remediators Survey 2023 Results



Karen McCall, M.Ed.
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About the Author

Karen McCall (MEd) (Karlen Communications) provides strategic planning, consulting and education on accessible content design/creation and inclusive education. She has over 22 years of experience in accessible digital content/inclusion.

Karen has been an advocate for a global inclusive education standard since 2009. Her experience as a leader in accessible content design includes participation in the following committees: ISO 32000 (PDF), ISO 14289 (PDF/Universal Access), Technical Standards Committee for Plain Language and Technical Standards Committee for ICT, both part of the Accessible Canada Act.

Her book “Accessible and Usable PDF: Techniques for Document Authors was first published in 2005, with the fourth edition published in 2017. She has written books on accessible Word and PowerPoint content, and how to use Microsoft Office applications from the keyboard. She has been a Microsoft MVP for Office Apps and Services since 2009, and a Microsoft Accessibility MVP since the category was created in 2014. Karen conducts research on how those with disabilities access digital content.

Introduction

The last PDF Remediators Survey was conducted in 2018 before the pandemic.

This survey, “PDF Remediators Survey 2023”, asks about personal experiences remediating Portable Document Format (PDF) files to be accessible and usable for those with disabilities who use adaptive technology such as screen readers, Text-to-Speech Tools and voice recognition software.

I, Karen McCall, am an independent researcher and document expert. I conducted this research to inform my own knowledge. As a digital document expert, I volunteer my time and sit on standards committees. Professionally, I am a paid consultant. As a volunteer, committee member and/or a consultant, I work with Government Standards, organizations (such as Adobe, Microsoft, etc.), accessibility organizations, and my own consulting company Karlen Communications. I conducted this study on my own time and will not be profiting off of the results.

This survey attempts to identify remediator’s positive and negative experiences remediating PDFs to be accessible 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 elicit responses based on personal experience.

The survey was distributed using Microsoft Forms using social media and discussion lists about digital accessibility and disability studies.

Each participant in the survey is assigned a unique identification number.

Respondents were asked for their name and e-mail address to validate the research and to be able to contact them if the survey is used as part of my doctoral work.

The questions in this document begin after the contact part of the survey, with question 3.

Survey Iterations

The Karlen Communications website [Research Surveys](http://www.karlencommunications.com/Research.html)¹ webpage has the results of all my research projects.

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

All research surveys conducted by Karen McCall have been presented at international conferences and published as articles in journals. They have been cited in a contributing chapter I wrote for the book “Disability and the University: A Students’ Manifesto published by Peter Lang. I updated my chapter for a book update after the pandemic. It is near publication at the date of this document.

Non-Responses

This is the first time Microsoft Forms was used for the survey. It does not have a drop-down list of countries. The question about what country a respondent lives in was not required. It will be in subsequent surveys to provide a complete picture of PDF accessibility.

When a respondent does not provide an answer in this survey, “NA” is entered in the corresponding table.

In future iterations of this research survey, all fields will be required and the surveys will be anonymous.

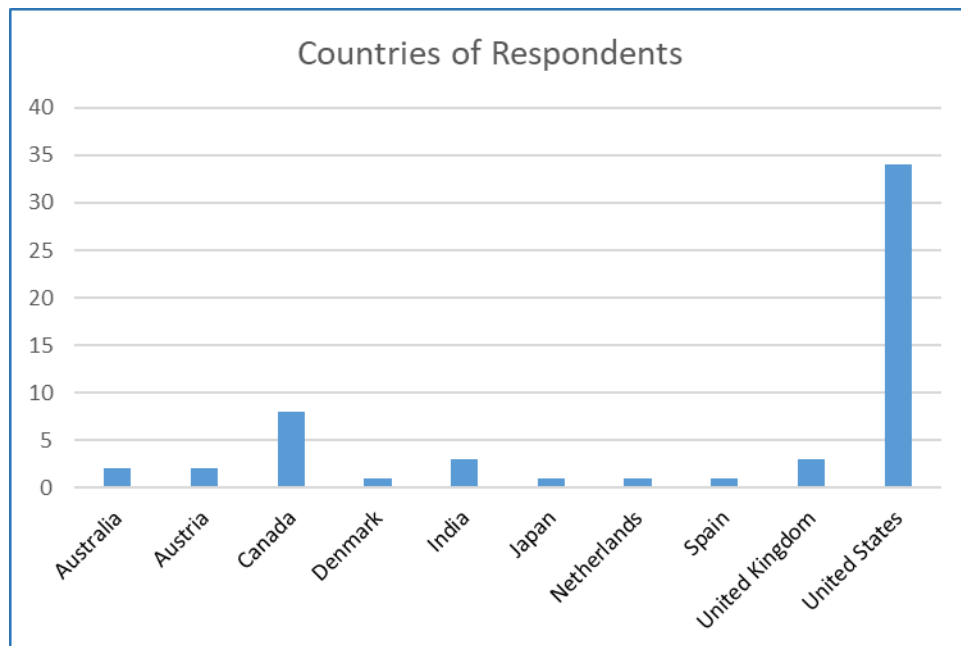
¹ Research, Karlen Communications: <http://www.karlencommunications.com/Research.html>

3. What country do you live in?

ID #	Response
696740853	USA
355619963	USA
348075436	USA
884345897	UK
806724032	USA
531409751	USA
105826607	USA
665519709	USA
161609587	USA
321212964	USA
25569622	Netherlands
281570318	USA
600288791	USA
575566664	USA
790910533	UK
729096693	USA
292695297	Australia
400501003	USA
145604882	USA
567533658	USA
521581541	Japan
421287517	USA
664423495	USA
909300218	India
10116336	USA
166807157	UK
814951769	Canada
223861211	USA
519485729	Canada
691057671	Canada
273331593	Austria
251479087	USA
134290794	Denmark
860179782	Austria
373015667	Canada
759048465	India
395766241	USA
053450301	USA
538038034	USA

ID #	Response
354252841	USA
127093839	Canada
43854664	USA
149972522	USA
04797517	USA
042065216	USA
030992734	Spain
631533124	Canada
167247529	India
77101696	USA
550687078	USA
462199669	Australia
865049126	USA
858214003	Canada
414166084	USA
148875029	USA
881622066	USA
365103046	USA

Figure 1 Chart for question 3.



4. Does your country have legislation about the accessibility of documents/digital content?

ID #	Response
696740853	Yes
355619963	Yes
348075436	I don't know
884345897	Yes
806724032	Yes
531409751	Yes
105826607	Yes
665519709	Yes
161609587	Yes
321212964	Yes
25569622	Yes
281570318	Yes
600288791	Yes
575566664	Yes
790910533	Yes
729096693	Yes
292695297	Yes
400501003	Yes
145604882	Yes
567533658	Yes
521581541	No
421287517	Yes
664423495	Yes
909300218	No
10116336	Yes
166807157	Yes
814951769	Yes
223861211	Yes
519485729	No
691057671	Yes
273331593	I don't know
251479087	Yes
134290794	Yes
860179782	Yes
373015667	Yes
759048465	I don't know
395766241	Yes

ID #	Response
053450301	Yes
538038034	Yes
354252841	Yes
127093839	Yes
43854664	Yes
149972522	Yes
04797517	Yes
042065216	Yes
030992734	Yes
631533124	Yes
167247529	No
77101696	Yes
550687078	Yes
462199669	Yes
865049126	Yes
858214003	Yes
414166084	Yes
148875029	Yes
881622066	Yes
365103046	Yes

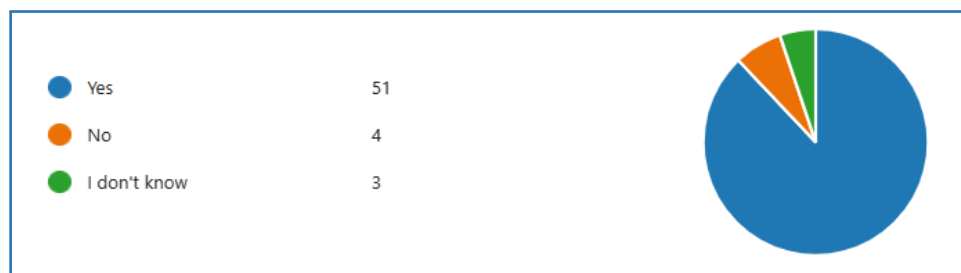
Consolidated data for question 3:

Yes (blue) = 51.

No (orange) = 4 .

I don't know (green) = 3.

Figure 2 Chart for question 4.



5. Are you:

ID #	Response
696740853	61 + years old.
355619963	41-60 years old.
348075436	26-40 years old.
884345897	61 + years old.
806724032	26-40 years old.
531409751	41-60 years old.
105826607	26-40 years old.
665519709	61 + years old.
161609587	61 + years old.
321212964	41-60 years old.
25569622	41-60 years old.
281570318	26-40 years old.
600288791	41-60 years old.
575566664	41-60 years old.
790910533	26-40 years old.
729096693	26-40 years old.
292695297	26-40 years old.
400501003	41-60 years old.
145604882	41-60 years old.
567533658	41-60 years old.
521581541	41-60 years old.
421287517	61 + years old.
664423495	26-40 years old.
909300218	26-40 years old.
10116336	61 + years old.
166807157	41-60 years old.
814951769	41-60 years old.
223861211	26-40 years old.
519485729	26-40 years old.
691057671	26-40 years old.
273331593	41-60 years old.
251479087	41-60 years old.
134290794	41-60 years old.
860179782	41-60 years old.
373015667	41-60 years old.
759048465	15-25 years old.
395766241	41-60 years old.
053450301	26-40 years old.
538038034	41-60 years old.

ID #	Response
354252841	26-40 years old.
127093839	41-60 years old.
43854664	41-60 years old.
149972522	41-60 years old.
04797517	41-60 years old.
042065216	41-60 years old.
030992734	41-60 years old.
631533124	41-60 years old.
167247529	26-40 years old.
77101696	41-60 years old.
550687078	41-60 years old.
462199669	41-60 years old.
865049126	41-60 years old.
858214003	61 + years old.
414166084	41-60 years old.
148875029	41-60 years old.
881622066	61 + years old.
365103046	61 + years old.

Consolidated data for question 4:

15-25years old (blue) = 1.

26-40 years old (orange) = 15.

41-60 years old (green) = 33.

61+ years old (red) = 9.

Figure 3 Chart for question 5.



6. Are you a PDF remediator with a disability?

ID #	Response
696740853	Yes
355619963	Yes
348075436	Yes
884345897	No
806724032	Yes
531409751	No
105826607	No
665519709	No
161609587	No
321212964	Yes
25569622	Yes
281570318	No
600288791	No
575566664	No
790910533	No
729096693	No
292695297	Yes
400501003	Yes
145604882	No
567533658	No
521581541	No
421287517	No
664423495	No
909300218	No
10116336	No
166807157	No
814951769	Yes
223861211	No
519485729	No
691057671	Yes
273331593	Yes
251479087	No
134290794	No
860179782	No
373015667	Yes
759048465	No
395766241	No
053450301	Yes
538038034	No

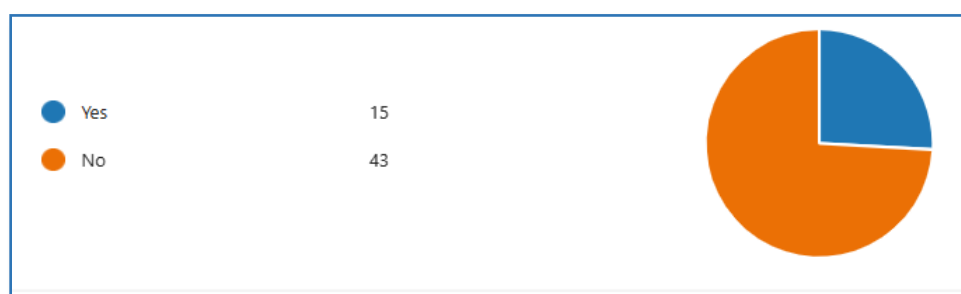
ID #	Response
354252841	Yes
127093839	No
43854664	No
149972522	No
04797517	No
042065216	No
030992734	No
631533124	No
167247529	No
77101696	No
550687078	No
462199669	Yes
865049126	No
858214003	No
414166084	No
148875029	No
881622066	No
365103046	No

Consolidated data:

Yes (blue) = 15.

No (orange) = 43.

Figure 4 Chart for question 6.



7. How many years have you been remediating PDF documents to make them accessible?

ID #	Response
696740853	16+ years.
355619963	5-10 years.
348075436	1-5 years.
884345897	16+ years.
806724032	1-5 years.
531409751	5-10 years.
105826607	1-5 years.
665519709	1-5 years.
161609587	1-5 years.
321212964	1-5 years.
25569622	1-5 years.
281570318	1-5 years.
600288791	5-10 years.
575566664	10-16 years.
790910533	1-5 years.
729096693	10-16 years.
292695297	1-5 years.
400501003	1-5 years.
145604882	10-16 years.
567533658	10-16 years.
521581541	NA
421287517	10-16 years.
664423495	10-16 years.
909300218	1-5 years.
10116336	16+ years.
166807157	1-5 years.
814951769	1-5 years.
223861211	1-5 years.
519485729	1-5 years.
691057671	1-5 years.
273331593	1-5 years.
251479087	5-10 years.
134290794	1-5 years.
860179782	1-5 years.
373015667	5-10 years.
759048465	1-5 years.
395766241	16+ years.

ID #	Response
053450301	1-5 years.
538038034	5-10 years.
354252841	1-5 years.
127093839	1-5 years.
43854664	10-16 years.
149972522	1-5 years.
04797517	1-5 years.
042065216	1-5 years.
030992734	Less than 1 year.
631533124	1-5 years.
167247529	5-10 years.
77101696	10-16 years.
550687078	16+ years.
462199669	10-16 years.
865049126	16+ years.
858214003	1-5 years.
414166084	5-10 years.
148875029	5-10 years.
881622066	16+ years.
365103046	10-16 years.

Consolidated data:

Less than 1 year (blue) = 2.

1-5 years (orange) = 29.

5-10 years (green) = 9.

10-16 years (red) = 10.

16+ years (purple) = 7.

Figure 5 Chart for question 7.



8. How often do you remediate PDF documents to make them accessible?

ID #	Response
696740853	Weekly
355619963	Weekly
348075436	Monthly
884345897	Weekly
806724032	Monthly
531409751	Monthly
105826607	Daily
665519709	Daily
161609587	Monthly
321212964	Weekly
25569622	A few times a year
281570318	Monthly
600288791	Weekly
575566664	Daily
790910533	A few times a year
729096693	Daily
292695297	Monthly
400501003	A few times a year
145604882	Weekly
567533658	Weekly
521581541	
421287517	Daily
664423495	Daily
909300218	Monthly
10116336	Weekly
166807157	Daily
814951769	Monthly
223861211	A few times a year
519485729	Weekly
691057671	Weekly
273331593	Monthly
251479087	Daily
134290794	Monthly
860179782	Monthly
373015667	Daily
759048465	Daily
395766241	Monthly

ID #	Response
053450301	Weekly
538038034	Weekly
354252841	Daily
127093839	Daily
43854664	Daily
149972522	Weekly
04797517	Daily
042065216	Weekly
030992734	Daily
631533124	Weekly
167247529	Daily
77101696	Daily
550687078	Daily
462199669	Daily
865049126	Weekly
858214003	Monthly
414166084	Daily
148875029	Daily
881622066	Daily
365103046	Daily

Consolidated data for question 8:

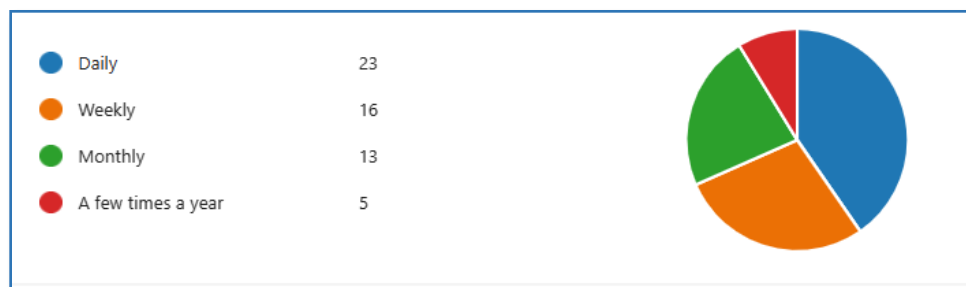
Daily (blue) = 23.

Weekly (orange) = 16.

Monthly (green) = 13.

A few times a year (red) = 5.

Figure 6 Chart for question 8.



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

ID #	Responses
696740853	Monthly
355619963	A few times a year.
348075436	A few times a year.
884345897	A few times a year.
806724032	Monthly
531409751	Monthly
105826607	Weekly
665519709	Daily
161609587	A few times a year.
321212964	Weekly
25569622	A few times a year.
281570318	A few times a year.
600288791	I don't remediate PDF forms.
575566664	Weekly
790910533	I don't remediate PDF forms.
729096693	Weekly
292695297	A few times a year.
400501003	A few times a year.
145604882	Monthly
567533658	Weekly
521581541	I don't remediate PDF forms.
421287517	Daily
664423495	Daily
909300218	Monthly
10116336	Monthly
166807157	Monthly
814951769	I don't remediate PDF forms.
223861211	A few times a year.
519485729	Monthly
691057671	Monthly
273331593	I don't remediate PDF forms.
251479087	Weekly
134290794	I don't remediate PDF forms.
860179782	I don't remediate PDF forms.
373015667	Daily
759048465	Daily
395766241	Monthly

ID #	Responses
053450301	Monthly
538038034	A few times a year.
354252841	Weekly
127093839	Monthly
43854664	Monthly
149972522	I don't remediate PDF forms.
04797517	I don't remediate PDF forms.
042065216	Weekly
030992734	Monthly
631533124	I don't remediate PDF forms.
167247529	Weekly
77101696	Daily
550687078	Weekly
462199669	Weekly
865049126	A few times a year.
858214003	Monthly
414166084	Daily
148875029	Weekly
881622066	A few times a year.
365103046	Monthly

Consolidated data for question 9:

Daily (blue) = 7.

Weekly (orange) = 12.

Monthly (green) = 16.

A few times a year (red) = 12.

I don't remediate PDF forms (purple) = 11.

Figure 7 Chart for question 9.



10. Of the PDF documents that you remediate, how many of them are scanned documents?

Estimate your percentage. If none of the PDF documents are scanned, enter N/A for not applicable.

ID #	Response
696740853	10-20%.
355619963	20-30%.
348075436	0-10%.
884345897	N/A.
806724032	0-10%.
531409751	10-20%.
105826607	10-20%.
665519709	N/A.
161609587	0-10%.
321212964	0-10%.
25569622	0-10%.
281570318	20-30%.
600288791	More than 50%.
575566664	0-10%.
790910533	N/A.
729096693	10-20%.
292695297	0-10%.
400501003	More than 50%.
145604882	10-20%.
567533658	0-10%.
521581541	I don't know.
421287517	0-10%.
664423495	0-10%.
909300218	10-20%.
10116336	0-10%.
166807157	0-10%.
814951769	I don't know.
223861211	0-10%.
519485729	0-10%.
691057671	20-30%.
273331593	N/A.
251479087	0-10%.
134290794	N/A.
860179782	0-10%.
373015667	0-10%.

ID #	Response
759048465	10-20%.
395766241	0-10%.
053450301	0-10%.
538038034	40-50%
354252841	More than 50%.
127093839	0-10%.
43854664	0-10%.
149972522	N/A.
04797517	0-10%.
042065216	10-20%.
030992734	0-10%.
631533124	N/A.
167247529	20-30%.
77101696	0-10%.
550687078	N/A.
462199669	N/A.
865049126	30-40%.
858214003	0-10%.
414166084	10-20%.
148875029	10-20%.
881622066	0-10%.
365103046	0-10%.

Consolidated data for question 10:

0-10% (blue) =27.

10-20% (orange) = 10.

20-30% (green) = 4.

30-40% (red) = 1.

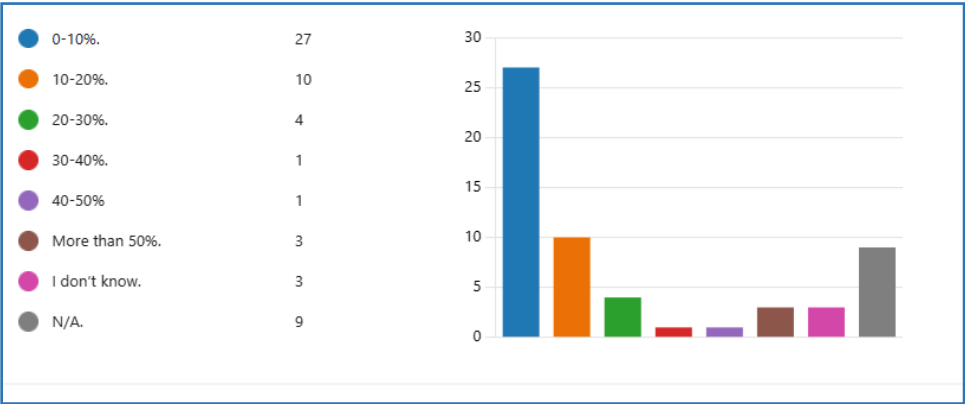
40-50% (purple) = 1.

More than 50% (brown) = 3.

I don't know (pink) = 3.

N/A (teal) = 9.

Figure 8 Chart for question10.



11. Of the PDF documents that you remediate, estimate how many of them are not tagged.

ID #	Response
696740853	More than 50%.
355619963	40-50%.
348075436	30-40%.
884345897	0-10%.
806724032	40-50%.
531409751	20-30%.
105826607	More than 50%.
665519709	40-50%.
161609587	0-10%.
321212964	10-20%.
25569622	30-40%.
281570318	30-40%.
600288791	More than 50%.
575566664	20-30%.
790910533	40-50%.
729096693	10-20%.
292695297	10-20%.
400501003	More than 50%.
145604882	10-20%.
567533658	40-50%.
521581541	0-10%.
421287517	More than 50%.
664423495	More than 50%.
909300218	40-50%.
10116336	More than 50%.
166807157	10-20%.
814951769	More than 50%.
223861211	More than 50%.
519485729	40-50%.
691057671	More than 50%.
273331593	NA.
251479087	10-20%.
134290794	More than 50%.
860179782	10-20%.
373015667	40-50%.
759048465	More than 50%.
395766241	0-10%.

ID #	Response
053450301	20-30%.
538038034	40-50%.
354252841	More than 50%.
127093839	0-10%.
43854664	More than 50%.
149972522	10-20%.
04797517	0-10%.
042065216	20-30%.
030992734	40-50%.
631533124	NA.
167247529	More than 50%.
77101696	More than 50%.
550687078	30-40%.
462199669	0-10%.
865049126	More than 50%.
858214003	More than 50%.
414166084	10-20%.
148875029	20-30%.
881622066	40-50%.
365103046	0-10%.

Consolidated data for question 11:

0-10% (blue) = 8.

10-20% (orange) = 9.

20-30% (green) = 5.

30-40% (red) = 4.

40-50% (purple) = 11.

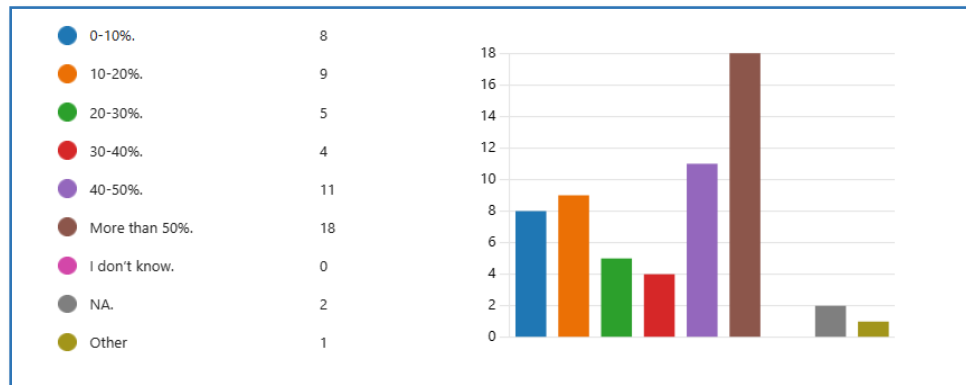
More than 50% (brown) = 18.

I don't know (pink) = 0.

NA (teal) = 2.

Other (light green) = 1.

Figure 9 Chart for question 11.



12. Of the PDF documents that you remediate, how many of them are not tagged correctly?

Estimate your percentage.

ID #	Response
696740853	More than 50%.
355619963	More than 50%.
348075436	More than 50%.
884345897	More than 50%.
806724032	More than 50%.
531409751	More than 50%.
105826607	More than 50%.
665519709	40-50%.
161609587	More than 50%.
321212964	More than 50%.
25569622	More than 50%.
281570318	More than 50%.
600288791	30-40%.
575566664	More than 50%.
790910533	More than 50%.
729096693	More than 50%.
292695297	More than 50%.
400501003	0-10%.
145604882	More than 50%.
567533658	More than 50%.
521581541	More than 50%.
421287517	More than 50%.
664423495	More than 50%.
909300218	20-30%.
10116336	More than 50%.
166807157	More than 50%.
814951769	More than 50%.
223861211	10-20%.
519485729	More than 50%.
691057671	More than 50%.
273331593	N/A.
251479087	More than 50%.
134290794	More than 50%.
860179782	10-20%.
373015667	More than 50%.
759048465	More than 50%.

ID #	Response
395766241	More than 50%.
053450301	20-30%.
538038034	More than 50%.
354252841	More than 50%.
127093839	More than 50%.
43854664	More than 50%.
149972522	More than 50%.
04797517	More than 50%.
042065216	20-30%.
030992734	More than 50%.
631533124	20-30%.
167247529	More than 50%.
77101696	More than 50%.
550687078	More than 50%.
462199669	30-40%.
865049126	More than 50%.
858214003	More than 50%.
414166084	10-20%.
148875029	More than 50%.
881622066	More than 50%.
365103046	10-20%.

Consolidated data for question 12:

0-10% (blue) = 1.

10-20% (green) = 4.

20-30% (red) = 4.

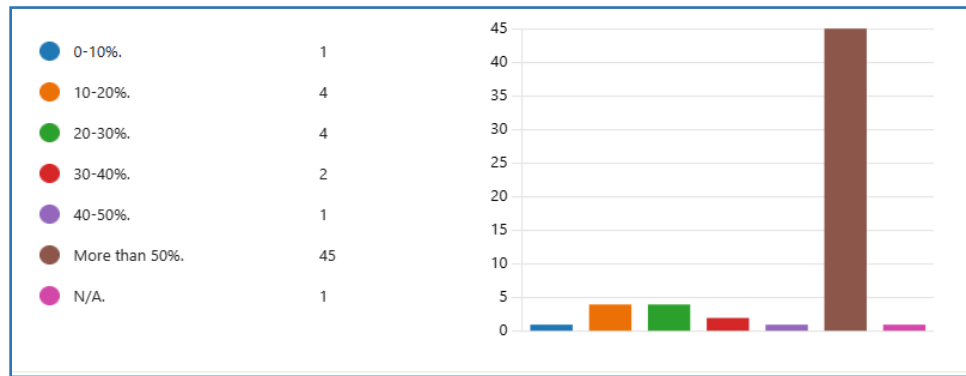
30-40% (purple) = 2.

40-50% (brown) = 1.

More than 50% (pink) = 45.

NA (teal) = 1.

Figure 10 Chart for question 12.



13. "How did you acquire the skills you needed to be a PDF remediator?"

ID #	Response
696740853	Working in the colleges and at Accessing Higher Ground
355619963	In-house training, purchased training, internet sources. Personal accumulated skills from using technology for close to 40 years.
348075436	First-hand experience from an accessibility professional and years of applying these skills
884345897	Hundreds of hours of research, testing, pain and anguish, starting in 2005 when no one knew anything about it, assistive technologies were primitive and you could expect Acrobat to crash and trash your work several times an hour. And people think it's bad now!
806724032	Fully trained by employer
531409751	Attending Karen McCall's PDF trainings at AHEAD and AHG between 2015 and 2017 and attending her Train the Trainers course. Also online documentation from WebAIM and Adobe.
105826607	In-organization training, along with training videos from services like LinkedIn Learning
665519709	LinkedIn, Google, and YouTube tutorials and some in-office training from a senior colleague.
161609587	Adobe Acrobat Training at a CSUN pre-conference workshop. CommonLook PDF training.
321212964	self taught through understanding WCAG
25569622	Courses on LinkedIn, from websites, from reading most of the PDF ISO standards, reading the Matterhorn protocol and helping to translate it and relate it to the ISO, from just trying, failing and trying again, from working with colleagues, Deque University, A11Y-Slack.
281570318	Deque, Level Access and Adobe trainings
600288791	Self-training, Linked in Learning, Webinars/workshops, Adobe Acrobat & PREP PDF Remediation Tools
575566664	Practice, practice, practice. Attending trainings and workshops over the years. And trial and error.
790910533	Read articles online Made changes in Acrobat and then tested out those changes using a screen reader to see if they did what I expected Help from other consultants
729096693	On the job. I was hired as a publications designer for a government contract, and our publications had to be 508 conformant in order to be posted on the government website. I was initially trained by a staff member and received additional guidance and revised training by my manager and another staff member. I did take some formal trainings later on.
292695297	Self-taught on the job through online resources and communities

ID #	Response
400501003	Working in the federal government where it was a part of my job to ensure accessibility. I was trained on the job.
145604882	Trial and error.
567533658	Self taught, then expanded learning by meeting others and researching the PDF standards.
521581541	
421287517	Using instructions available from the VA, HHS, Adobe, and Microsoft websites as well as using the PAC validation tool
664423495	Personal research, online courses, training from peers, trial and error, years of experience with documents.
909300218	Section 508 OAST
10116336	My own research - no training except for free webinars
166807157	1. self study 2. guided training 3. a course by Karen McCall 4. constant practice
814951769	I asked for help on list serves and explored online resources. I took a one-day workshop.
223861211	Trained by existing staff; some training provided by remediation platform; some 3-party tips/webinars
519485729	Webinars, videos, paid training, making mistakes
691057671	Deque training courses, LinkedIn Learning courses
273331593	Controlled help by a blind person and internet
251479087	Self-taught. Online trainings from Karen McCall and Bevi Chagon.
134290794	Starting with web content (WCAG), getting used to ATs, then moving to PDF. Much perusal of pdfa.org
860179782	NA
373015667	Training through Karlen Communications and lots of practice
759048465	Joined as a document specialist role, then I got training from expert, then became document accessibility quality controller and then now working as senior Quality Controller
395766241	Self-taught from documentation from W3C & Adobe, using screen readers (JAWS, NVDA) to test
053450301	Self-taught, free online webinars, and groups
538038034	Combination of grad school Web Design class with an amazing instructor who cared about accessibility plus on the job training as an intern and then as an accessibility specialist.
354252841	IAAP CPACC certification, self taught and then audited by higher up At employment who taught me more
127093839	Completed the Accessible Media Production program at Mohawk College.
43854664	On the job, with team members
149972522	Online training courses
04797517	Firm resources, DHS Trusted Tester certification, etc.
042065216	In-house training and self-directed training
030992734	With my colleagues at work.

ID #	Response
631533124	I learned as a ROM volunteer from Jennifer Jahnke, Accessible Media Production course in Hamilton, Ontario. She introduced me to you so I took your PDF course in January 2022. I have ongoing support from Jennifer and you or I would not be able to do this work for ROM.
167247529	Through online research
77101696	Work training
550687078	Online tutorials, conference workshops
462199669	A person taught me at work for a day. Because I only learned the rote steps but not really understanding accessibility in depth (the why and how does my work make a difference), I read some more and discovered I have a lot to learn about accessibility despite being an industrial and graphic designer for two decades, raising a child with disability, and later realising and accepting that I also have a disability. I approached a prominent digital accessibility agency and volunteered so I can learn from experts, who mentored me and invited me to user research sessions. Watched many hours of training videos. Attended regular accessibility meetups. Presented on digital accessibility topics while I continually hone my own skills. Took dedicated digital accessibility roles. Mentored new designers. Influenced my organisation about accessibility. Continue sharpening my skills by tackling forms then learning about accessible websites and apps while joining and building communities of practice, and joining disability employee resource groups as an advocate and a person with disability. More regular testing and user experience studies with people with disability. Ran an accessibility lab at work. Writing manuals and guides and recording demonstration videos on document accessibility for other staff at work. Continually engaging with and working with people with disability, attending webinars and workshops and conferences each year. Reading articles daily on LinkedIn, Medium, Twitter, and other ²posts on pdf and digital accessibility and standards and developments locally and worldwide, contributing my thoughts or responding on posts and occasionally writing own posts and articles. It is a never ending pursuit for learning and applying what I learned. It still doesn't feel enough as I wanted to contribute to lasting changes: in making accessible documents becomes business as usual and an ingrained skill for all creators, making executives understand the importance of this work, urge government to provide leadership, set strong mandates, and create a dedicated accessibility agency or initiative like the Access Board in USA, or mandates like in Canada and the UK, technology makers to create apps intent on making it as accessible as possible and produce output that is accessible (rather than remediators doing laborious and repetitive steps because different software even by the same company have incomplete support for accessibility with each other).

ID #	Response
865049126	Self study from online resources like Adobe Documentation, conferences like Accessing Higher Ground & AccessU (Knowbility), professional networks (ATHEN, IAAP, AHEAD).
858214003	Workshops, training, online resources
414166084	Learned from a co-worker, attended training at national conferences
148875029	Video tutorials from LinkedIn Learning, workshops from Accessing Higher Ground conference.
881622066	I began working as a desktop publisher and then in a document and print production environment and when PDF was introduced, I became the go to person for remediation. I was self taught. Later I completed online courses in accessibility and became a Trusted Tester 5.0 through DHS.
365103046	Largely self-taught. I received basic instruction, which turned out to be not entirely correct, and I did extensive research, conferred with other remediators and team members, and took some online courses and viewed videos. I'm still learning.

14. What remediation tool(s) do you use? Check all that apply.

ID#	Response
696740853	Adobe Acrobat Pro DC.;
355619963	Adobe Acrobat Pro DC.; ABBYY, InDesign, Photoshop, Excel, Notepad++;
348075436	Adobe Acrobat Pro DC.;
884345897	Adobe Acrobat Pro DC.;axesPDF.;PAC2021, CommonLook PDF Validator;
806724032	Adobe Acrobat Pro DC. ;axesPDF.;
531409751	Adobe Acrobat Pro DC.;
105826607	Adobe Acrobat Pro DC.; CommonLook PDF, Abbyy FineReader;
665519709	Adobe Acrobat Pro DC.;
161609587	Adobe Acrobat Pro DC.;CommonLook PDF;
321212964	Adobe Acrobat Pro DC.;
25569622	Adobe Acrobat Pro DC.; axesPDF.;
281570318	PAVE.;Adobe Acrobat Pro DC.;
600288791	PREP PDF Remediation; Adobe Acrobat Pro DC.;
575566664	Adobe Acrobat Pro DC.;
790910533	Adobe Acrobat Pro DC.;
729096693	Adobe Acrobat Pro DC.; CommonLook;
292695297	Adobe Acrobat Pro DC.;Kofax PowerPDF.;
400501003	Adobe Acrobat Pro DC. ;axesPDF.;
145604882	Adobe Acrobat Pro DC.;
567533658	Adobe Acrobat Pro DC. ;axesPDF.;
521581541	
421287517	Adobe Acrobat Pro DC.; Foxit PDF Editor.;axesPDF.;
664423495	Adobe Acrobat Pro DC.;
909300218	Adobe Acrobat Pro DC.;
10116336	Adobe Acrobat Pro DC.;
166807157	Adobe Acrobat Pro DC.;PAC 2021 checker and the CL checker;
814951769	Adobe Acrobat Pro DC.;
223861211	Adobe Acrobat Pro DC.;PREP by Continual Engine;
519485729	Adobe Acrobat Pro DC.;PAVE.;PAC;
691057671	Adobe Acrobat Pro DC.;
273331593	Adobe Acrobat Pro DC.; InDesign;
251479087	Adobe Acrobat Pro DC. ;CommonLook PDF;
134290794	Adobe Acrobat Pro DC.;PAC;
860179782	Adobe Acrobat Pro DC.; axesPDF.;
373015667	Adobe Acrobat Pro DC.;
759048465	Adobe Acrobat Pro DC.; axesPDF.;
395766241	Adobe Acrobat Pro DC.; CommonLook (previously);

ID#	Response
053450301	Adobe Acrobat Pro DC.;
538038034	Adobe Acrobat Pro DC.; CommonLook PDF;
354252841	Adobe Acrobat Pro DC.;
127093839	Adobe Acrobat Pro DC. ;MadeToTag plugin for InDesign;
43854664	Adobe Acrobat Pro DC. ;CommonLook;
149972522	Adobe Acrobat Pro DC.; CommonLook PDF;
04797517	Adobe Acrobat Pro DC.; CommonLook;
042065216	Adobe Acrobat Pro DC.; CommonLook;
030992734	Adobe Acrobat Pro DC.;PDF Accessibility Checker (https://access-for-all.ch/);
631533124	Adobe Acrobat Pro DC.;
167247529	Adobe Acrobat Pro DC. ;Adobe InDesign ;
77101696	Adobe Acrobat Pro DC.; CommonLook, Equidox;
550687078	Adobe Acrobat Pro DC.;
462199669	Adobe Acrobat Pro DC.; Validation using PAC 2021;
865049126	Adobe Acrobat Pro DC.; axesPDF.;PDF Accessibility Checker (PAC) , GrackleDocs;
858214003	Adobe Acrobat Pro DC.;
414166084	Adobe Acrobat Pro DC.;
148875029	Adobe Acrobat Pro DC.;
881622066	Adobe Acrobat Pro DC.; axesPDF.; PAC, CCA, CommonLook;
365103046	Adobe Acrobat Pro DC. ;axesPDF.; PAC 2021, JAWS, NVDA;

Consolidated data for question 14:

Adobe Acrobat Pro DC (blue) = 57.

Foxit PDF Editor (orange) = 1.

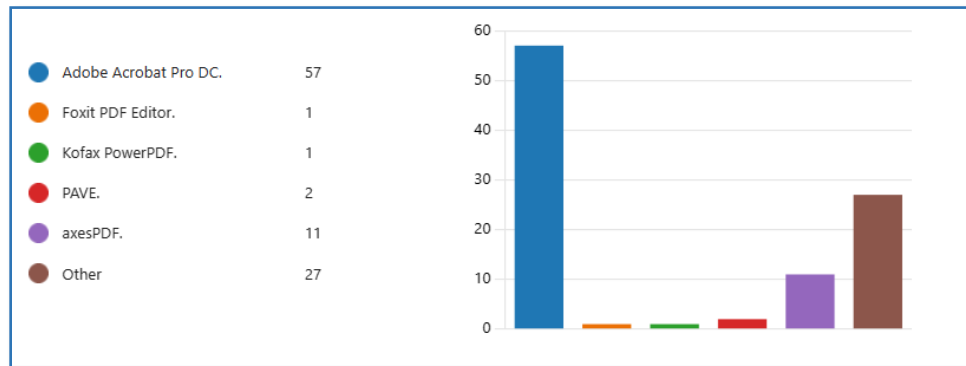
Kofax PowerPDF (green) = 1

PAVE (red) = 2

axesPDF (purple) = 11

Other (brown) = 27

Figure 11 Chart for question 14.



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

ID #	Response
696740853	PDF/UA - 1;WCAG 2.0+;
355619963	WCAG 2.0+;
348075436	WCAG 2.0+;PDF/UA - 1;
884345897	PDF/UA - 1;WCAG 2.0+;WCAG 2.1 AA. Good behaviour with assistive technologies in addition to standards conformance.;
806724032	PDF/UA - 1;WCAG 2.0+;
531409751	PDF/UA - 1;WCAG 2.0+;EN 301 549: 2021.;Section 508.;
105826607	WCAG 2.0+;Section 508.;
665519709	WCAG 2.0+;
161609587	WCAG 2.0+;
321212964	PDF/UA - 1;WCAG 2.0+;
25569622	WCAG 2.0+;EN 301 549: 2021.;PDF/UA - 1;
281570318	WCAG 2.0+;PDF/UA - 1;
600288791	PDF/UA - 1;Section 508.;WCAG 2.0+;
575566664	WCAG 2.0+;Section 508.;
790910533	WCAG 2.0+;
729096693	WCAG 2.0+;Section 508.;PDF/UA - 1;
292695297	WCAG 2.0+;
400501003	WCAG 2.0+;Section 508.;
145604882	PDF/UA - 1;WCAG 2.0+;Section 508.;
567533658	PDF/UA - 1;WCAG 2.0+;
521581541	NA
421287517	PDF/UA - 1;WCAG 2.0+;Section 508.;
664423495	PDF/UA - 1;WCAG 2.0+;Section 508.;
909300218	WCAG 2.0+;Section 508.;
10116336	WCAG 2.0+;Section 508.;
166807157	PDF/UA - 1;WCAG 2.0+;
814951769	NA
223861211	WCAG 2.0+;
519485729	PDF/UA - 1;
691057671	WCAG 2.0+;
273331593	No Idea – but as I hear from the test-person it works fine for him;
251479087	WCAG 2.0+;PDF/UA - 1;
134290794	PDF/UA - 1;EN 301 549: 2021.;
860179782	PDF/UA - 1;
373015667	WCAG 2.0+;known best practices;
759048465	PDF/UA - 1;WCAG 2.0+;Section 508.;
395766241	WCAG 2.0+;

ID #	Response
053450301	PDF/UA - 1;WCAG 2.0+.;Section 508.;
538038034	PDF/UA - 1;WCAG 2.0+.;
354252841	Section 508.;WCAG 2.0+.;
127093839	PDF/UA - 1;
43854664	WCAG 2.0+.;Section 508.;
149972522	WCAG 2.0+.;Section 508.;
04797517	Section 508.;WCAG 2.0+.;
042065216	WCAG 2.0+.;Section 508.;
030992734	WCAG 2.0+.;PDF/UA - 1;
631533124	PDF/UA - 1;WCAG 2.0+.;
167247529	PDF/UA - 1;WCAG 2.0+.;Section 508.;
77101696	PDF/UA - 1;WCAG 2.0+.;Section 508.;
550687078	WCAG 2.0+.;Section 508.;
462199669	PDF/UA - 1;WCAG 2.0+.;EN 301 549: 2021.;
865049126	PDF/UA - 1;WCAG 2.0+.;Section 508.;
858214003	WCAG 2.0+.;
414166084	WCAG 2.0+.;
148875029	PDF/UA - 1;WCAG 2.0+.;Section 508.;
881622066	PDF/UA - 1;WCAG 2.0+.;Section 508.;
365103046	WCAG 2.0+.;PDF/UA - 1;Section 508.;

Consolidated data for question 15:

PDF/UA - 1 (blue) = 33.

WCAG 2.0+ (orange) = 51.

EN 301 549: 2021 (green) = 5.

Section 508 (red) = 26.

Other (purple) = 3.

Figure 12 Chart for question 15.



16. 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.

ID #	Response
696740853	Not getting consistent results despite consistent processes. I would like tools to behave in the same manner as their counterparts... focus shifting and allowing me to identify where I am in the tagging structure. Adjusting Reading order should not mean retagging entire documents.
355619963	Acrobat Pro has always been very difficult to work with for tagging and setting reading order. The quiriness of the interface, the fact that it changes the reading order choices you have made on a regular basis, and the repetitive stress injuries you have to deal with from dragging boxes for hours on end. Abbyy is a very good OCR tool but also has no real way to set reading order in forms.
348075436	Poor UI design (i.e. having to manually scroll through alt text for figures instead of choosing one in the document, lack of alt text autosaving), poor automatic tagging, issues with tagging tables, issues with getting forms to cooperate with the Reading Order
884345897	When you close Commonlook PDF Validator, Acrobat closes too. PAC2021 occasionally reports that it has detected a structural error but doesn't say where, so there is no way to find or fix it. The licensing mechanism for axesPDF is the most appallingly hostile piece of crap I have ever encountered, and it keeps breaking and leaving me in trial mode.
806724032	Tagging lists and tables is frequently all manual and time consuming in Adobe Acrobat. There is no Reading Order option for list, or list item, let alone labels and list bodies. Tables can be highlighted, but Adobe does a very poor job of detecting messy authoring and the autotag results for tables often require so much rework that it's better to tag the table from scratch.
531409751	Adobe Acrobat Pro DC's a11y checker doesn't do a very good job of checking the a11y of a PDF. They seem to have stagnated as far as improving a11y testing features.
105826607	Overall lack of ability to automate repetitive common tasks. Additionally, Adobe Acrobat's accessibility checker does not adhere to any standards, so it misses things. When I reported an issue with the way it checks for table headers, Adobe changed it, now it seems to only check the first cell of a table, which isn't correct either!
665519709	Adobe Acrobat DC Pro changed how to enter free text information on a fillable form. I get frustrated with the scroll bar. Previously, as the user entered text, the text box would expand, allowing the user to enter as much information as needed. I wish Adobe would bring back the expandable text box without imposing size limitations.

ID #	Response
161609587	CommonLook PDF: have had trouble with documents created in Canva where it would crash. Sometimes I think all is fine until I try to save and then I get the crash/error that prevents me from saving where I am. Acrobat Pro DC: sometimes when I autotag, the content order will change and parts of the content gets hidden or covered up; especially annoying if I don't notice until AFTER I do the remediation.
321212964	Adobe Acrobat isn't the most accessible software. Document remediation can sometimes require vision
25569622	AxesPDF is great in many aspects but the user interface isn't very good. I'm not using it now because of the costs. Acrobat is a nice tool, but some things are difficult to accomplish especially when the PDF was created in Illustrator.
281570318	Adobe Acrobat has some confusion with making tables more accessible and adding the tags.
600288791	I remediate once a week or every other week. The process is "clunky" at best and I still feel like I'm fumbling inside of PDFs to remediate with 100% accuracy and compliance.
575566664	Not having the ability to find standard tags via a search feature. For example, being able to search for specific heading tags so that you can easily find them and replace them if necessary. Not having all tag types available in the add new tag dropdown menu, for example, THead and TBody. When you artifact an element, you must take your hands off the keyboard to use the mouse to bring the focus back to the tag tree.
790910533	Adobe Acrobat Pro is incredibly buggy - pressing a button one time does not always produce the same outcome when it is pressed again. It is very easy to break the document structure and often I have to keep multiple copies of a file I am remediating so that I can revert to a version before Acrobat broken the document structure completely making it unusable for screen readers. I often have to restart Acrobat after making changes to the tag structure before NVDA will recognise the new tags, but this also appears random and sometimes it works fine. Changing the Content Order in Acrobat in order to fix Reflow will often completely break the tag structure, meaning that it must be remediated again. Often I end up ignoring the Content Order altogether so that there is at least some kind of accessibility in the final file. Often in Acrobat a page will simply 'break' and it will no longer announce based on the tag structure, but seems to be a raw document structure from somewhere else. I have to find another version of the file and splice the two files together, inserting an old page to replace the broken page. Doing so breaks the Bookmarks but it is the only way to get the page to recognise any changes made to the tag structure.

ID #	Response
729096693	CommonLook specifically has a Section 508 tester built into their software but it is incorrect on a few of the checkpoints. It fails for items that are not requirements, and in their trainings, they teach ways to do things that are not mandatory or are not the preferred way to do something, such as using Javascript for radio buttons in forms. I am constantly frustrated by Acrobat's inability to show you layers and warn you if something is behind something else. I have accidentally updated reading order only to find that I moved a layer and sent a client a document where it looks like I just deleted the text from the document!
292695297	A lot of documentation online about ways PDF programs interact with accessible technologies is wrong (e.g. a lot of guides get where reading order is taken from wrong). This includes even information supplied by Adobe. If a company doesn't even understand their own product it is so much harder for laypeople to get the knowledge they need to understand PDF accessibility. Also, Acrobat Pro has some really terrible glitches. For example, sometimes when a piece of content is turned into an artifact it gets stuck in the order panel.
400501003	NA
145604882	TURO in Acrobat leaves a lot to be desired. No one should have to purchase overpriced 3rd party software to remediate tables. My main frustration is the inability to create tags in bulk. One at a time really slows things down. The ability to create a list tag tree with however many list items you want with the click of a button would be amazing. The accessibility checker is a joke. It has not been updated in a decade. Hard to explain to clients that things like skip table summary don't matter... Adobe seems to make no effort to better integrate with other software, not even their own product InDesign. As a matter of fact, I have more issues with PDFs created with InDesign than any other program.
567533658	Time required to meet compliance.
521581541	NA
421287517	Bugs in software and having to use workarounds
664423495	Acrobat can have glitches/bugs. It lacks automation in some areas.
909300218	NA

ID #	Response
10116336	Acrobat Pro: changing the tag order sometimes causes many tags to suddenly reorder; using the Content tool I see things like Container <Artifact> Path (??? no idea what that means); and under Container <Artifact> Path I see things like Text, which highlights random spaces between words or paragraphs; I've never been able to accomplish anything useful using the Reading Order tool. In general, Acrobat Pro seems to be exposing different layers of the PDF when I just want to have the order correct for a screen reader.
166807157	Adobe Acrobat: 1. Reading Order tool has buttons I just don't use. Would be magnificent if it were customisable - eg if you amending lots of lists, could make one of the buttons "Label", which would cut out some steps when defining bullet lists. 2. No Find function for Tags - would be nice to be able to search for <L> or <Table> etc within the Tags. 3. better functionality for Scan/OCR. Ability to review scanned and OCR'd text block by block. 4. TOCs are fiddly - would be nice to be able to add concatenated tags eg one click to add the <TOC> / <TOCI>/ <Reference> or within a <TOC> to add multiple <TOCI>/ <Reference>
814951769	Working in Adobe, I sometimes have trouble tagging things in a way that works well for users.
223861211	Adobe - some changes do not stick, so constant saving. Moving reading order can cause tags to disappear/become broken. PREP - some pages come through as not having text (although it's there); rarely, an exported tagged doc comes through without tags
519485729	So tags determine reading order but reading order determines reflow (even though reflow rarely works and has been replaced by "liquid mode") but content is the visual layout but if you move one it breaks all the rest. Basically, my frustration is with Adobe.
691057671	When source documents are unavailable Adobe Acrobat can be extremely buggy to remediate and re-tag. I've lost track of the amount of times I've had to start over with a PDF because of a field bugging out.
273331593	I use Indesign and then I export it to Acrobat
251479087	Adobe Acrobat makes it very tedious and difficult. Much easier to use CommonLook PDF.

134290794

PDF/UA is a file format specification, masquerading as a conformance target, and that's a flaw. Creating a well-formed PDF/UA requires multiple manual passes. No command line or automation tools produce well-formed PDF/UA. In-browser PDF views rarely work properly, if at all.

Tools in general are poorly documented and/or poorly designed. Tools and specifications are often very expensive. There is hardly any online community (compared to web accessibility). Tooling on Mac is almost non-existent, and poor on Windows. AT support for PDF is very inconsistent on *all* platforms, and nobody seems to care about it.

Authoring tools generally don't create accessible PDF by default (why?).

Almost all the big firms (browser vendors, tool vendors, reader vendors) pass the buck. Nobody is taking the lead. PDF/A are chasing too many special exotic variants of PDF, instead of consolidating on one. The PDF/A folks aren't interested in tagging, and the PDF/UA folks aren't interested in archiving. This balkanizes the effort *and* the community considerably, weakening the viability of PDF for all use cases. Most of the PDF files available from PDF/A.org are not actually accessible, including the ones that directly address the PDF/UA format. That's a crystallisation of the whole problem: The custodians of the PDF/UA format don't even use it. PDF/A needs to learn to "Eat their own dog food".

Acrobat reaches, but fails. The Acrobat tag editor is infested with weird dialogs. Some modal, some not. Unfathomable strings appear in editable text fields. Adding the PDF/UA flag is an occult discipline, and Acrobat ignores it if it has been set already (why?). Adobe offers no explanation for the relationship between tag order and read order. Is "read order" actually part of the PDF/UA standard, or a special Acrobat hack? Who knows? Adobe does not adequately explain the different ways that semantic roles can be expressed, which is extremely confusing. Adobe offers a scripting interface for inDesign, Illustrator and Photoshop, but not Acrobat. Why? I can script inDesign produce hundreds of PDF/UA files, but in order to validate them with Acrobat, I must open each one manually. Yes, I know that "meaning" is part of validation, which requires human assessment but I can fix that upstream in my inDesign scripts. That's what shifting left is all about. Stop nannying me, Adobe, and let me automate my PDF/UA production).

Reader software vendors are not transparent enough about conformance. They give no indication of how they may have tested against popular ATs, especially the ones that are built-in to Windows, Mac, iOS and android. I'd like to see published conformance scores for the standard suite of PDF/UA files offered by pdfa.org. (An occult resource). I need the reader vendors to tell me what to expect from (say) VoiceOver, Narrator or TalkBack. Many parts of the PDF/UA spec are not handled at all, but this is *never*

ID #	Response
	mentioned by vendors. e.g. Artifacts are -according to spec- intended to be exposed to ATs (in a suppressed manner), but are simply ignored. Language settings don't work consistently. Reference semantics are completely ignored. Annotations are poorly imagined or ignored. Data tables are unreliably presented, especially in relation to reflow and orientation changes, but I look at the VPATs for Foxit, Acrobat or Preview (Mac OS) and can find no mention of any of this stuff. It's a complete mess across the board. There are no good guys in this story except maybe Microsoft, who are shaking up "PDFium" (chromium browsers' PDF viewer) and PDF output from Office. Adobe and Apple are the worst offenders in my opinion, paying lip service to accessibility, but simply not following through, preferring to blame each other. Both these firms have a more intimate relationship with PDF than most (Adobe invented PDF, and Apple's entire GUI is based on PDF). Can't they work together?
860179782	Adobat Acrobat has terrible usability and stability. Functions are hidden and and are not intuitive. In additon the shitty viewer often crashes when used in combination with NVDA
373015667	no true document standard inconsistency of tags when save as pdf not autotaging of list labels Adobe stability no title tag sometimes Adobe will identify random information as being in a table
759048465	The document designers not designing document property, so some of the contents bot conveys proper meaning after tagging and most of the designers not cared about CCA
395766241	In Acrobat, working with the tag tree is cumbersome, and the Reading Order tool sometimes does not work correctly or, worse, breaks the document; wish there was an easier way to mark-up lists
053450301	Glitches in AdobeIndesign, Acrobat, and PAC 2021 axesPDF is TOO expensive
538038034	Acrobat Pro requires repetitive tasks be done manually (e.g., tagging individual list label, list item body, list items, etc.). However, I prefer it in many ways because it provides more control over certain things (e.g., access to order and content panels).
354252841	NA
127093839	Having to do so much manually in Acrobat.
43854664	NA
149972522	Acrobat does not offer an option to check against WCAG, only PDF/UA.

ID #	Response
04797517	NA
042065216	Adobe Acrobat - Updates often break existing functionality. Very mouse-centered. Difficult for a sighted keyboard user to move tags. Table Editor has problems with spanned headers. They sometimes break the table. CommonLook - I have not found a way to increase either the text size or the application size. It's very small to read. Sometimes tagging a table inserts column spans that require going through the rows to fix them.
030992734	They are not usable, especially PDF Adobe Acrobat. No copy/past option for tags; the process of table remediation is cumbersome. Some actions trigger other unforeseeable consequences: for example, modifying the order of elements in the "numbered order of tags option triggers changes in the order of the tags.
631533124	I find AAP DC difficult but I'm learning the program as I go. The checker called PAC needs a serious update. I'm now at the level where I can tell that it is incorrect
167247529	Nothing. I am very much enjoying this remediation work. I am very happy to make them accessory. No frustration.
77101696	Adobe doesn't have good table tagging or list tagging or TOC tagging. They are so close to being a good remediation tool but won't make the leap. Drilling down to tag fixes takes too long and often doesn't work
550687078	Acrobat's Reading Order tool is poor for tables and has no capacity to create lists. Reading order select tool doesn't always work, especially when trying to select figures. I end up doing most of the work manually in the tags tree and avoid the tools when possible.

ID #	Response
462199669	- When tags or the document structure are not properly exported to PDF when they are already in place or are already structured in the source document. For example document title in Word (2016) is not automatically set when exported to PDF, thus requiring you to manually fix it. Or if images that are not inline with text are marked decorative, then they should be artifacted in PDF (instead, these are flagged as missing alt text). There are many more but I can't recall right now. - Inconsistent tagging results with 'Save as' and 'Save as PDF', thus requiring the person creating the PDF to do experiments/trial and error. (Not referring to 'Print as PDF'.) - Incomplete support for accessibility: for example, tables in Word only allow one table header (first row as column header) and not support having a row header, lack of support for form controls in Word, lack of support for paragraph styles and accessible tables in PowerPoint. - Paths need to be cleaned up manually - Can't these be artifacted automatically? - Two or three lines of URL are broken into two or three links, so needed to fix manually to be navigated to as one URL - Tag order, reading order and content order needing to be fixed manually - Needing to set table scope - Not a tool for creation but for checking PDF accessibility: Technologies that use the layer order instead of the tag order, such as the Read Out Loud tool in Acrobat, or technologies that provides an incomplete support such as web browser PDF readers - these confuse those who need to test their PDFs thinking these are full-functioning screen readers - Screen readers voicing out tags differently - I am frustrated if an issue cannot be fixed or will take a long time to fix that it require the use of specialised PDF remediation software beyond Acrobat. Specialised PDF software are actually filling a gap and are useful for remediation agencies. But these software are not affordable for those who just need to remediate PDFs at work and are not in a specialised role, or have a budget for additional tools.

ID #	Response
865049126	Adobe Acrobat Pro: Remediation instructions and documentation are overly simple and inconsistent with experience. The application is buggy and behaves in unexpected ways when using in app remediation tools. Tag tree management requires too much technical training than higher education remediation specialists like myself can realistically acquire. Remediation techniques aren't practical to apply at scale for pdf textbook size documents. Publishers don't commit to making their PDF publications fully accessible to end users with disabilities. PDF repositories like access text do not contain any significant amount of accessible PDFs. And services like Bookshare fail to remediate publisher PDFs into high quality accessible formats, with most books missing significant features like page numbers and alt text descriptions.
858214003	Usually build using Adobe Indesign, using as many accessibility features available before export to pdf. Problem is the lack of tools to tag properly from the start that reduce the amount of pdf remediation. Form creation is particularly time consuming.
414166084	NA
148875029	Writing alt text for images when I don't have all of the contextual information and I'm not a Subject Matter Expert.
881622066	Some of the available PDF features are not supported by screen readers -- for example, expansion text. I find Commonlook to be a bit of a bother, only use it for work outside my regular position. CL is overpriced and under delivers. PDF display settings affect Color contrast analyzer (CCA) results and this is not publicized or well known.
365103046	Where do I start? Here are just a few: Adobe: How easy it is for content to disappear when trying to adjust the content panel. Also, how Adobe's checker is so incomplete and doesn't always tell you where the specific problem is or how to fix it. Adobe's distiller for MS apps doesn't always correctly export from Word or PPT to PDF and requires lots of clean up. PAC also fails to tell you sometimes where specific fail points are. And it flags color contrast issues when none actually exist. AWS and NVDA are not at all intuitive, they require lots of fine tuning to read acronyms, abbreviations, and foreign words correctly.

17. 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.

ID #	Response
696740853	Starting with a well formed document.
355619963	Acrobat makes it easy to configure settings for many documents via the Action Wizard. InDesign is much easier to use than Word for setting up tactile graphics and Braille.
348075436	Fast and easy tagging with Reading Order pane, Accessibility Checker workflow
884345897	axesPDF has a Unicode Mapping feature that makes it easy to find and fix ligatures. axesPDF has a feature that can add spaces at the end of each line of text to eliminate concatenation with the first work on the next line - it's a swine to set the necessary parameters, but I don't know of any other tool that can do it.
806724032	Adobe's functions related to tagging and naming form elements is actually pretty good, once you know that you need to do that part before the rest of the document. Wish it had better checkbox and radio options though, similar to a programmatic fieldset/legend.
531409751	Adobe Acrobat Pro DC's Autotagging and wizard work better than they used to.
105826607	NA
665519709	Adobe Acrobat DC Pro - Tagging and Accessibility Checker
161609587	CommonLook PDF: I prefer it over Acrobat Pro DC because of the ease with moving/modifying/adding tags. I also love their wizards for lists, TOC, tables.
321212964	acrobat tags pane works well
25569622	The free demo of AxesPDF a great tool to check things in a PDF when it comes to details like bounding boxes, table cells, language of parts (easy to check in the screen reader preview). I really like Acrobat Preflight. That little tool helps a lot to fix things. I also like the overview Acrobat offers in the tags. A small feature like opening all tags with ctrl-click helps a lot.
281570318	PAVE is good to work with but is no more available to use.
600288791	PREP - identification of tables, and tagging
575566664	Access to the source document.
790910533	Adding alternative text in Acrobat works fairly well.
729096693	CommonLook is amazing when it comes to one button tools. In one button or keystroke you can: tag a table, tag a TOC, tag a list, and get rid of all tags with just blank spaces.
292695297	I find Acrobat Pro's tag tree and accessibility menu easy to use for the basics.
400501003	NA
145604882	Everything in Acrobat works well except for TURO.

ID #	Response
567533658	axesPDF, CommonLook, axesWord
521581541	NA
421287517	AEM streamlines the design process. Adobe Acrobat Professional is flexible and has many undocumented features for working with fields. PAC tool is essential to understand how design elements can fail.
664423495	I've tried several tagging tools, but still feel Acrobat is the top choice. Other tools like Axes could be used to supplement the tagging in Acrobat, but Acrobat is has always been my preferred tool.
909300218	NA
10116336	I don't have one.
166807157	NA
814951769	Working in Adobe, I find it relatively straightforward to make a document more accessible, so that my students can use it. I'm sure my skills do not take the documents to consistently meet the legal standard.
223861211	PREP is easier overall to use than Adobe: it's first pass at tagging is generally more accurate leading to less overall work
519485729	Walking the tags tree, export to text to verify reading order.
691057671	Convert back to source file, make accessible in source format, export to PDF to retain tags.
273331593	I use InDesign and then I export it to Acrobat
251479087	NA
134290794	Styles palette (Word, inDesign, Pages) gets you off on the right foot. PAC is ok, but ugly. I have very little praise for anything else.
860179782	axes PDF works well when configured correctly
373015667	patience :-) to be able to undo, to be able to use a mouse
759048465	Adobe Acrobat, PAC3, commonlook,axesPDF
395766241	In Acrobat, the Accessibility Check is a good/easy first step, and the Reading Order tool good when it works; the 'Set Alternate Text' tool is especially convenient.
053450301	Best case scenario: I design/create the source document and finish remediation in Acrobat
538038034	CommonLook PDF provides more automation for complex elements like lists, TOCs, tables, etc.
354252841	NA
127093839	Having our designers use MadeToTag has made a huge difference for me. PDFs are coming to me tagged so I need to cleanup the tags rather than start from zero.
43854664	LOVE CommonLook
149972522	CommonLook PDF easily converts tags, deletes empty tags, remediates tables.
04797517	I use a combination of Adobe Acrobat DC Pro and CommonLook

ID #	Response
042065216	CommonLook is a huge timesaver. You can easily insert or convert tags with the press of 1 button. No need to create labels with several steps as you need to in Acrobat. Much easier to work with tags in general.
030992734	PDF Adobe Acrobat: good for tags identification and order visualization, bookmarks creation.
631533124	Word formatted correctly works well so I'm able to remediate these PDF without issues - most of the time. May current issue is trying to remediate InDesign created PDF that has no accessibility formatting. AAP DC has the tools but my skill level is the problem.
167247529	Adobe Acrobat Pro DC. and Adobe InDesign both of them is very helpful to make pdf accessible documents. Especially Adobe InDesign is very much useful to make accessible templates documents.
77101696	CommonLook has fantastic tools for tables, lists, toys. But it's super expensive. Equidox allows WYSIWYG remediation, great OCR fixes and splits work among multiple people easily.
550687078	Acrobat adding cut & paste for tags cut my remediation time in half.
462199669	InDesign's Articles pane, creating an Accessibility workspace (saving most used tools for accessibility as one workspace), all the improvements with tagging from InDesign v5.5 to present. Also when exporting to PDF and finding that the tags are intact or correct.
865049126	Mathpix Snip Note, web app is the best OCR tool for pdf conversion to usable output from the worst PDF files. Especially bad scans and PDFs with underlying text layers that are unusable, and anything with math. I'm currently looking into automated tools like FOXIT, common look, and continual engine.
858214003	InDesign has improved in the creation of simple documents, and the features that create logical tags and structure work well.
414166084	NA
148875029	Using Adobe Acrobat Pro DC, using the Content Panel to delete empty content and artifact unnecessary content.
881622066	Axes PDF and PAC are the best.
365103046	Despite the bugs, I prefer Adobe Acrobat to Commonlook. PAC is a better checker than Acrobat's. Axes makes it pretty easy to clean up problems that PAC identifies.

18. 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!

ID #	Response
696740853	Tagging and Reading order should interact with consistency and not require re-investigating the structure of the document. Tagging should always allow me to see where I am in the process. Editing tables should work.
355619963	Please figure out a way to automate correctly. AutoTagging frequently makes bogus assumptions you have to redo manually. Forms must be dealt with without diving into HTML or other voodoo. We need tools that make it quicker to get the tasks done without causing repetitive stress injuries! Search and replace functions need to be created without learning to script code if possible.
348075436	- Alternate method to choose any figure in Alt Text tool instead of arrows to scroll through from first to last - Autosaving for alt text (I've lost hundreds of figures' worth of alt text over a misclick) - Potentially user-defined schemas to properly autotag documents - Improved autotagging (a table should not have to be nested in five section tags by default) - Improved Reading Order functionality for forms - Improvements with clearing page structures and tagging tables - List support in the Reading Order pane
884345897	I can't think of anything right now.
806724032	List tagging, better table tagging, easier way to programmatically set the contents key for links where you want more information than the text nested in the link tag.
531409751	Content, Order, Tag panes syncing - meaning I don't have to go back through and make changes in 3 places. Real Undo and/or Auto save as new file Auto flattening of layers A11y guidance in beginner tutorials The ability to edit text and not lose tag information
105826607	I would like it to be easier to automate repetitive tasks, I am working now on a plugin that will hopefully solve some of these pain points.

ID #	Response
665519709	Issue: Adobe Acrobat DC Pro changed how to enter free text information on a fillable form. Previously, as the user entered text, the text box would expand, allowing the user to enter as much text as was needed to complete a question or enter information. Currently, the text box expands to a certain point and then displays a scroll bar. To prevent the scroll bar from displaying, the workaround has been to predetermine the text box size—not a reliable solution since it is difficult to determine the exact amount of space a user needs to respond to a question or provide requested information. In addition, the scroll bar has made it difficult for users who want to print out fillable documents/forms as all the text in the scroll bar is not visible and, therefore, does not display when printed. The necessity to scroll through the text online is not optimal either. I wish Adobe would bring back the expandable text box without imposing size limitations. Issue: Exporting from Microsoft Word to a PDF leaves behind some of the identified form fields determined in MS Word resulting in my having to relabel fillable fields.
161609587	Of course, would like the authoring tools to make better PDFs so less remediation is needed! Otherwise, would like CommonLook to be more robust - no crashes, inability to save.
321212964	overall a11y upgrades to the tools themselves
25569622	I honestly don't know. I find PDF more complex the more I learn about them. I'm glad there are good tools.
281570318	Making Adobe Acrobat more user friendly and easy to add the tags.
600288791	Further enhancement with AI to simplify and expedite the remediation process
575566664	Having a search option so that I can find specific tags. After artifacting an element, bring the cursor focus back to the tag above the element that was artifacted so I don't have to touch the mouse to move focus back to the tag tree. Adding all possible available tag options to the add new tag dropdown menu.
790910533	Either make the document structure 'bulletproof' so that it cannot be damaged by changes we make, or at least expose the underlying structure in a meaningful way so that we can see exactly what is broken and perhaps fix it manually.
729096693	Something a little advanced, like a Photoshop lite option would be amazing! Being able to edit images and see layers so I know what I'm moving and where. Being able to update the colors of an image to pass color compliance without leaving Acrobat.

ID #	Response
292695297	Update the user guides, and investigate some of the weird glitches! Also, can Adobe work on an in built colour contrast checker? It's odd to me that this isn't something they're capable of.
400501003	NA
145604882	Dear Adobe, Make TURO as useful as the common look plugin for tables Fix the problems with InDesign accessibility in Acrobat Allow bulk tag creation Fix the form checkbox bug Use the PAC checker for an accessibility checker Work with Microsoft to improve pdf remediation of PowerPoint presentations
567533658	I'd like to see the source applications take a more prominent role in ensuring that PDFs generated from those applications are tagged and at least accessible to some degreee.
521581541	NA
421287517	AEM without bugs such as for hyperlinks, fields where value is before the caption and no accessibility feature gaps. Adobe Acrobat allowing the creation of multiple tags at once.
664423495	More automation in Acrobat (which I believe is coming soon). As an example, being able to tag an entire List structure and simply click "Tag as List" and have it correctly tag each list element accurately. This is available in other tools, but not Acrobat. An easier way to tag complex tables would be very helpful. Associating data cells and header cells with ID's is painful. Also, a more thorough accessibility checker. Something that produces detailed results comparable to PAC 2022 and CL Validator. Right now I only use the Adobe Full Check to catch the "low hanging fruit" when it comes to accessibility errors. Many people only use Adobe as their automated checking solution and are surprised to find out when their files fail in PAC or CL Validator.
909300218	NA
10116336	Reference 16. I wish I had the ability to affect the reading order of the layer that screen readers use. I wish that headings and alternate text in the Word version were consistently preserved in the PDF version.
166807157	see answer to 16. The 'accessibility check' tool is inadequate. Should at least tell you what checks it has run (ie against WCAG / PDF UA etc)
814951769	I would like to see this process simplified to suit new users, reminding people that accessibility is an ordinary part of document production rather than a specialist skill or specific request. More training materials that are easy to find and understand, more reminders when PDFs are saved or opened, reminders that accessible documents are broadly useful (searchable, don't need to be remediated, etc.).
223861211	NA

ID #	Response
519485729	I would throw Acrobat away and start over. It's too far gone.
691057671	Better support for bugs, guides on how to do practical testing with assistive technology that are not paywalled.
273331593	As I am working as a Graphic-Designer I do the useful thinks before I export to them to Acrobat PDF. I just control it in Acrobat – I correct the mistakes in InDesign and export it again.
251479087	NA

ID #	Response
134290794	Save/Print as PDF (many authoring tools and browsers) should ALWAYS add tags/read order if possible. A standard test suite (such as https://www.pdfa.org/resource/pdfua-reference-suite/) should be adopted by all PDF reader software vendors, with conformance scores published in their VPATs. REALLY IMPORTANT: PDF Reader software MUST communicate with host-system accessibility APIs on <i>*all*</i> the platforms where it is available, especially non-Windows platforms. Make "Read aloud" obsolete by supporting proper screen readers properly, then we can ditch Acrobat's confusing "read order" altogether. A "Round trip" tool: Semantic HTML <-> PDF/UA would actually provide a pathway for solving many of the technical problems I observe, by leaning on the far richer and more mature landscape of HTML authoring tools. This is a low-hanging fruit. Most of the hard work has already been done by Mozilla's pdf.js library. (https://github.com/mozilla/pdf.js) A command line tool for analysing, editing and tagging PDFs would be great, but that's a much bigger job. Round-tripping through HTML is probably easier in most cases. Adobe Acrobat (editor): Needs a scripting interface (ExtendScript?). Needs <i>*full*</i> documentation of the tagging and read-order features, including detailed coverage of the various weird tagging dialogs. Needs ability to <i>*complete*</i> proper remediation without using <i>*any*</i> other tools or occult knowledge - e.g. automatically adding the PDF/UA flag when saving a document that has passed all tests. The Adobe excuses for not automatically flagging on save are ludicrous. Where are the accessible PDF evangelists from Apple, Adobe, Foxit, Google? In general, I would welcome MORE PR. Blogs, conferences, media channels, tutorials, best practice guides, more <i>*community*</i>. Some of the Adobe guys who handle queries on the Acrobat discussion board (Adobe Support Community) are quite defensive. They are reluctant to admit shortcomings or problems in the software, often give incorrect information, and often have a patronising attitude. If they care at all about the real-world problems of accessibility remediation, they don't show it.
860179782	AI supported tagging would be great to see in the furture - Foxit started with this but it is not very good right now

ID #	Response
373015667	Adobe Stability and consistency title tag auto identification of list labels stop calling out errors for content that does not appear in the content panel random errors showing for footnotes
759048465	Some of the elements still needs improvement, adobe acrobat have many glitches that not sorted out still
395766241	In the Acrobat Reading Order Tool: 1. Keyboard commands to set heading levels without having to first click on the Reading Order dialog or click & right-click on an element first (i.e., click element, press 2 to set Heading 2) 2. For 'Show page content groups/Structure types' to work reliably 3. A way to create list and list item elements. In the Acrobat Accessibility Checker: 4. A 'Reading Order Preview' that shows the content in the order it is in the tags panel with basic indications of headings, image alt text, etc. (like what you get from Export to > Text (Accessible) with a little more structural information) 5. An automated color contrast checker, at least for text and overall: 6. Making the accessibility tools more prominent by default so users are more likely to find and use them
053450301	Ability to select multiple tags in a PDF and move them in the the tags tree at the same time, the reading order be determined by the tags tree, PAC 2021 not incorrectly flag color contrast ratio failures, etcetera.
538038034	My #1 wish list item is a free, open source PDF remediation tool that anyone can learn how to use in a short amount of time. It shouldn't be so hard or cost so much to make accessible PDFs.
354252841	NA
127093839	I'd like List Item Body added to the Reading Order touch-up tool.
43854664	NA
149972522	Acrobat offer an option to check for compliance with WCAG.
04797517	NA
042065216	More functionality in Acrobat. Add more buttons to the reading order tool - one to create either an entire list or at least lbl and lbody and also either an entire TOC or TOC and TOCI. Also an easier way to select structures to use with the reading order tool. I have found no way other than dragging the mouse around the content.

ID #	Response
030992734	A general improvement of UX for Adobe Acrobat. Copy/paste option for tags or groups of tags. Undo option when working with tags Option for creating elements such as lists of table more usable. For example, an option to create and duplicate a list structure of tags (L-LI-LbL-LBody) without the need for creating each tag one by one. A specific rethinking of table remediation process in tagging, ordering, defining headers scope, in order to make it smoother in terms of usability.
631533124	I'm too junior in remediation to add much here. A 100% working Checker outside AAP is needed. Couldn't AAP have a proper built in checker that isn't fake - as it is now. Seems ridiculous to say a PDF is accessible in AAP when it obviously isn't Could AAP have flags where tags are incorrect?
167247529	Undo n number of times in Adobe Acrobat Pro DC. and also copy past the tags in pdf. That's enough to reduce some time consuming in remediation.
77101696	Adobe needs a remediation interface that allows easy tagging for lists, tables, tocs as well as easier fixes for splitting text runs and OCR correction
550687078	Ability to quickly make new empty tags without using menus (eg, keyboard shortcut or copy & paste). Ability to bulk add all form fields to tag tree without having to delete tag tree first. Ability to set preferences when running form field recognition (eg, checkboxes always checks, not squares; specify text field height & font size; turn off scroll).
462199669	Similar to my response on question 16, I hope that software like Acrobat, Word and InDesign all coordinate with each other so there will be less need to remediate or spend hours of manual, tedious and repetitive work to create accessible PDFs. - Collect all accessibility tools in one place, provide keyboard shortcuts (I manually assign shortcuts to most used tools/steps) - support a logical workflow with the arrangement of the workspace or location of tools - prompt or flag accessibility issues in source document prior to export to PDF - Improve Word Accessibility Checker. Remove unnecessary checks like forcing images to be in line with text even if they are decorative. Do not flag for table summaries especially if it is going to be redundant (if theres a table caption already), it is not exported anyway to PDF, or not widely supported/voiced by screen readers. - Improve Acrobat Accessibility Checker, incorporate what is in the PAC 2021 checklist for WCAG 2/2.1 that actually impact the user.

ID #	Response
865049126	Better OCR, simple tagging tools, easier automated testing. I'd like to see less reliance on PDF. It's too a high maintenance, difficult to remediate, and the percentage of inaccessible pdf used for documents containing critical information for safety, emergency, and and public service areas is a serious problem. Inaccessible pdf documents used in high stakes environments is unacceptable. The ease at which one can create inaccessible PDFs and the difficulty in creating accessible PDFs is another reason it fails as the standard format for higher education materials.
858214003	InDesign: ~ Ability to add section tags (ie. <nav> <header>) ~ Better tools to tag footnotes ~ In tables, ability to add tags for row headers ~ More flexible form creation tools ~ Elements for interactivity (graphic links, buttons) are difficult to tag and add alt text ~ Overall, a need to create tools that export accessible pdfs so that source files do not need excessive remediation in Acrobat.
414166084	NA
148875029	NA
881622066	Microsoft needs to "get over it" and produce better accessible PDFs from Office products. Their feud with Adobe does not serve anyone well. For example: stop including table paths in tags., placing all the figures at the top of a file which still happens occasionally; add styles to PowerPoint. Special request: I want to be able to add customized alt text to end note reference links in the authoring software automatically -- Indesign or Word. All products should use standard tags and stop nesting tags excessively. Powerpoint is one of the worst for this although they are making progress in some areas such as the treatment of artifacts.
365103046	Acrobat, Word, PowerPoint, Excel...none of these were designed with accessibility in mind. Adobe and Microsoft should completely redesign these apps to make accessibility easier, more direct, more intuitive, rather than being just an afterthought or add on.

19. Additional comments.

ID #	Response
696740853	NA
355619963	Honestly, we could have this survey every couple years!
348075436	NA
884345897	Question 17 should have been a textarea, not a single line textbox.
806724032	NA
531409751	Thanks for doing the survey!
105826607	(I'm serious about that Acrobat plugin thing, if you know somebody who would want to be involved in the development, I'm open to being contacted about this)
665519709	NA
161609587	NA
321212964	NA
25569622	NA
281570318	NA
600288791	NA
575566664	NA
790910533	NA
729096693	NA
292695297	NA
400501003	NA
145604882	Although Acrobat sometimes makes me crazy, I still believe it's the gold standard. I've tried Foxit and it's not ready for Primetime as far as accessibility goes. I reported multiple bugs to them. I am experienced and fast enough at remediation that there's no benefit to me to fork out a couple grand for Common Look or Axes. I can remediate complex tables without them. However, I think that as a group we should push Adobe hard to update Acrobat and make it competitive. There is no reason Adobe couldn't build in the tools that those companies charge thousands for. A disturbing trend I've seen is certain well-known people in the pdf remediation world (I won't name names, but you'd know who they are) recommending Axes to folks who obviously only have a handful of documents to remediate (in other words, not accessibility professionals). It's to the point where I suspect Axes is giving them kickbacks.
567533658	NA
521581541	NA
421287517	NA

ID #	Response
664423495	Hope you're doing well Karen :-)
909300218	NA
10116336	NA
166807157	NA
814951769	Thanks for doing this work! With PDFs, as with captioning, my university is still at the stage where they respond to individual requests by users with disabilities, rather than meeting the legal standard for all materials as required by the AODA.
223861211	NA
519485729	NA
691057671	Ideally, fewer PDFs haha.
273331593	In German it would be a lot easier for me.
251479087	NA

ID #	Response
134290794	I simply don't regard PDF as a 'safe' choice for accessible documents. It is too fragile, complicated, and difficult, especially at scale. In particular, remediation of *legacy* PDF is a very significant problem, which is poorly understood by the firms/orgs who need it, and even more poorly supported by the tools that we might hope to handle it. Solving the problem by reauthoring these documents from scratch, requiring some manual work for each and every document (the usual advice) is no solution at all. I live in hope, of course, but the apparent trend is that the accessibility conformance gap between HTML and PDF is actually growing, and I watch this happen rather helplessly. The major vendors (except Microsoft, who are rather on the sidelines but still do great accessibility work with PDF) offer little more than lip service or buck-passing. Public bodies are duped (or driven by inertia) into supporting or maintaining this format which is extremely difficult to implement accessibly at scale. The only rational thing for an accessibility professional to do is to recommend against PDF wherever possible, and this is exactly (and shamelessly) what I do. I would be sabotaging my colleagues and my employer if I took any other position. I think that PDF is probably doomed because the accessibility authoring and reading experience is so utterly miserable. I can change my mind, and would be delighted to do so, but frankly, the ball is not in our court. PDF/A, Adobe, Apple and Foxit need to get their fingers out. They could talk to each other to plug the gaps and iron out the kinks. Will they do it? I doubt it very much. A high-profile EN 301 549: 2021 or Section 508 lawsuit might just shake them from their slumber. I don't see any other options. Bring it on. This has been a rant. Yes, I'm disgusted. Furious that I have to deal with this balkanized format which promises the moon, but is simply not fit-for-purpose in the 21st century. Impossible to move from the rich jungle of HTML accessibility to the arid scrubland of PDF accessibility and think "this is fine", because it so obviously isn't. Thanks for your initiative and attention.
860179782	NA
373015667	NA
759048465	NA
395766241	NA
053450301	NA

ID #	Response
538038034	NA
354252841	NA
127093839	NA
43854664	NA
149972522	NA
04797517	NA
042065216	Thanks for this survey. I hope it helps you!
030992734	NA
631533124	I wish I had more to add, Karen. I'll help in any way needed with your Doctoral application.
167247529	Dreamed to make the world more accessible and inclusive for the persons with disability.
77101696	NA
550687078	Thanks for giving us a voice!
462199669	NA
865049126	NA
858214003	I have found a lack of information as well as functional tools that assist designers in creating complex accessible pdfs. Complex form and table creation could benefit from improved tools that address specific needs.
414166084	NA
148875029	NA
881622066	NA
365103046	NA