Karlen Communications
PDF Remediator's Survey Results 2025

Karen McCall, M.Ed.

Table of Contents

Introduction

This survey, "PDF and the User Experience Survey 2025", asks those with disabilities using adaptive technology to read PDFs about your personal experiences using Portable Document Format (PDF) files.

This is an anonymous survey.

All questions are required.

I, Karen McCall, am an independent researcher and document expert. I am conducting 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 consulting company Karlen Communications. I am conducting this study on my own time and will not be profiting from the results.

If you have any problems with the research process, please get in touch with me at info@karlencommunications.com.

There are no apparent risks in participating in this research study.

As with past surveys, the survey's results will be published on the Karlen Communications website and referenced and cited in conference presentations and journal articles. (karlencommunications.com)

Thank you for taking the time to complete this survey!

Methodology

The total number of participants was 56.

The survey was created using Microsoft Forms.

All iterations of this research survey aim to gather experiences from individuals who use adaptive technology to access PDFs from around the world.

The survey was distributed through:

- The WebAIM (Web Accessibility in Mind) discussion list.

- The ATHEN (Assistive Technology in Higher Education) discussion list.

- The Disability Studies discussion list.

- Social media: LinkedIn, Mastodon, and Blue Sky.

1. What country do you live in?

Number	Response
213379691	United States
829216974	Australia
562256858	United Kingdom
473976351	Canada
905019879	United States
351401819	United States
770359141	United States
067884201	United States
761657822	United States
640134598	United States
590496375	United States
840781191	United States
214557051	United States
708719425	United States
753288029	United States
706980535	United States
304406113	United States
77976164	United States
646797141	United States
138307723	Germany
704372182	United States
750665274	KENYA
526553521	United States
086746721	Germany
099115336	Poland
921748618	United States
467043293	Italy
225205197	United States
625025613	United States
187081959	United States
434470989	United states
290012573	United States
578931749	Poland
924590429	The Netherlands
594111123	United States
89549295	United Kingdom
577045984	United States
053473101	United States

Number	Response
808816677	Canada
156640777	United States
699536547	United States
307984543	United States
237060644	United States
931238304	United States
379984645	United States
854154277	United States
995750292	Germany
454524904	United States
57814542	United States
347686672	United States
476165148	United States
883679442	United States
891261939	Australia
472331489	United States
614018265	United States
415212562	United States

The following table consolidates the countries.

Country	Response
Australia	2
Canada	2
Germany	3
Italy	1
Kenya	1
Netherlands	1
Poland	2
United Kingdom	6
United States	38

Figure 1 Chart for question 1.
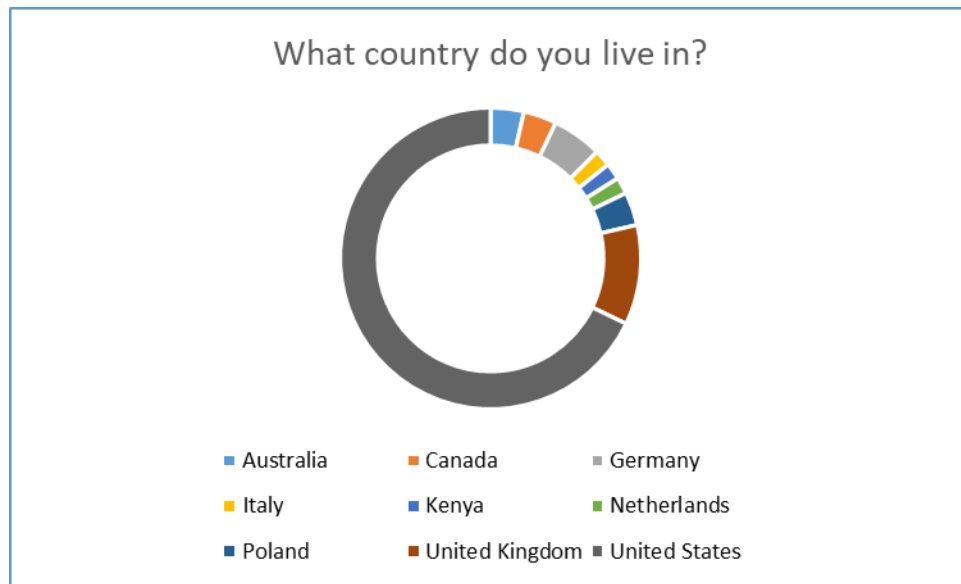
2. Does your country have legislation about the accessibility of documents/digital content?

Number	Response
213379691	Yes.
829216974	Yes.
562256858	Yes.
473976351	Yes.
905019879	Yes.
351401819	Yes.
770359141	Yes.
067884201	Yes.
761657822	Yes.
640134598	Yes.
590496375	Yes.
840781191	Yes.
214557051	Yes.
708719425	Yes.
753288029	Yes.
706980535	Yes.
304406113	Yes.
77976164	Yes.
646797141	Yes.
138307723	Yes.
704372182	Yes.
750665274	No.
526553521	Yes.
086746721	Yes.
099115336	Yes.
921748618	I don't know.
467043293	Yes.
225205197	Yes.
625025613	Yes.
187081959	Yes.
434470989	Yes.
290012573	Yes.
578931749	Yes.
924590429	Yes.
594111123	Yes.
89549295	Yes.
577045984	Yes.

Number	Response
053473101	Yes.
808816677	Yes.
156640777	Yes.
699536547	Yes.
307984543	Yes.
237060644	Yes.
931238304	Yes.
379984645	Yes.
854154277	Yes.
995750292	Yes.
454524904	Yes.
57814542	I don't know.
347686672	Yes.
476165148	Yes.
883679442	Yes.
891261939	Yes.
472331489	Yes.
614018265	Yes.
415212562	Yes.

Question 2 data consolidated.

Legislation	Response
Yes	53
No	1
I don't know	2

Figure 2 Chart for question 2.
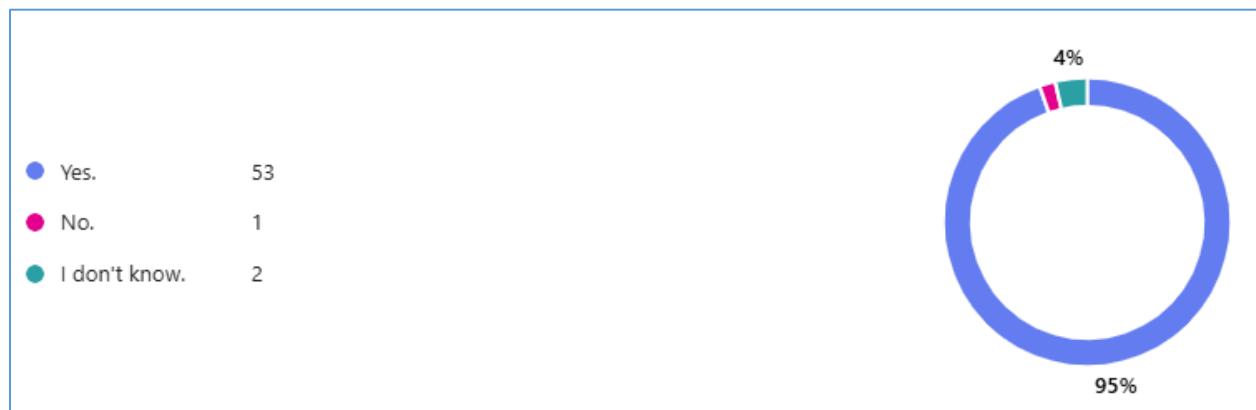
3. Are you…

Number	Response
213379691	15-25 years old.
829216974	41-60 years old.
562256858	61 + years old.
473976351	41-60 years old.
905019879	26-40 years old.
351401819	61 + years old.
770359141	61 + years old.
067884201	26-40 years old.
761657822	26-40 years old.
640134598	61 + years old.
590496375	26-40 years old.
840781191	41-60 years old.
214557051	26-40 years old.
708719425	41-60 years old.
753288029	41-60 years old.
706980535	26-40 years old.
304406113	26-40 years old.
77976164	26-40 years old.
646797141	61 + years old.
138307723	26-40 years old.
704372182	26-40 years old.
750665274	26-40 years old.
526553521	61 + years old.
086746721	61 + years old.
099115336	41-60 years old.
921748618	61 + years old.
467043293	26-40 years old.
225205197	41-60 years old.
625025613	41-60 years old.
187081959	61 + years old.
434470989	41-60 years old.
290012573	26-40 years old.
578931749	41-60 years old.
924590429	41-60 years old.
594111123	26-40 years old.
89549295	41-60 years old.
577045984	41-60 years old.
053473101	26-40 years old.

Number	Response
808816677	41-60 years old.
156640777	41-60 years old.
699536547	26-40 years old.
307984543	41-60 years old.
237060644	26-40 years old.
931238304	26-40 years old.
379984645	61 + years old.
854154277	41-60 years old.
995750292	41-60 years old.
454524904	41-60 years old.
57814542	26-40 years old.
347686672	26-40 years old.
476165148	26-40 years old.
883679442	26-40 years old.
891261939	41-60 years old.
472331489	41-60 years old.
614018265	61 + years old.
415212562	61 + years old.

Question 3 data consolidated.

Age Range	Response
15-25 years old	1
26-40 years old	22
41-60 years old	21
61 + years old	12

Figure 3 Chart for question 3.
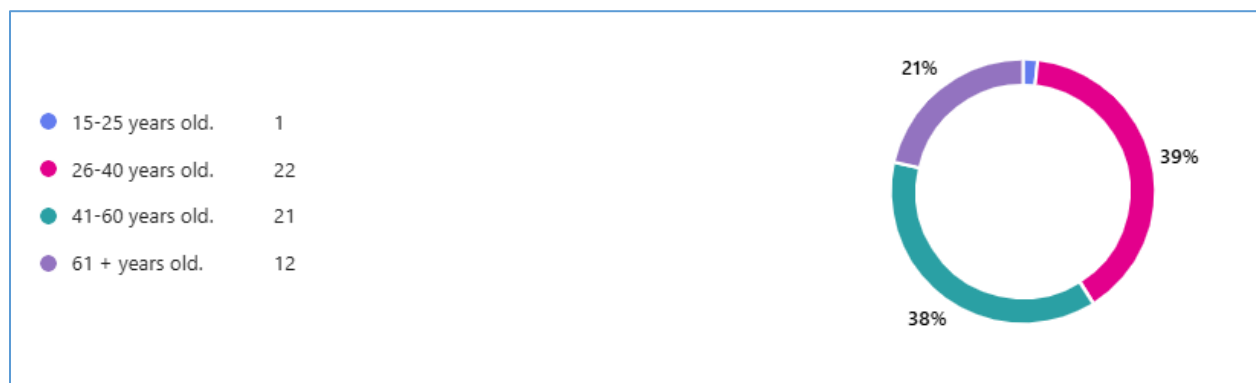
4. Are you a PDF remediator with a disability?

Number	Response
213379691	Yes.
829216974	Yes.
562256858	No.
473976351	No.
905019879	Yes.
351401819	No.
770359141	No.
067884201	Yes.
761657822	No.
640134598	No.
590496375	Yes.
840781191	Yes.
214557051	No.
708719425	Yes.
753288029	No.
706980535	Yes.
304406113	No.
77976164	Yes.
646797141	No.
138307723	Yes.
704372182	No.
750665274	No.
526553521	No.
086746721	No.
099115336	Yes.
921748618	No.
467043293	No.
225205197	No.
625025613	Yes.
187081959	No.
434470989	No.
290012573	Yes.
578931749	No.
924590429	No.
594111123	Yes.
89549295	No.
577045984	No.
053473101	Yes.

Number	Response
808816677	Yes.
156640777	Yes.
699536547	No.
307984543	No.
237060644	Yes.
931238304	Yes.
379984645	Yes.
854154277	Yes.
995750292	No.
454524904	Yes.
57814542	No.
347686672	Yes.
476165148	Yes.
883679442	Yes.
891261939	Yes.
472331489	Yes.
614018265	No.
415212562	No.

Question 4 data consolidated.

Remediator with a Disability	Response
Yes	27
No	29

Figure 4 Chart for question 4.
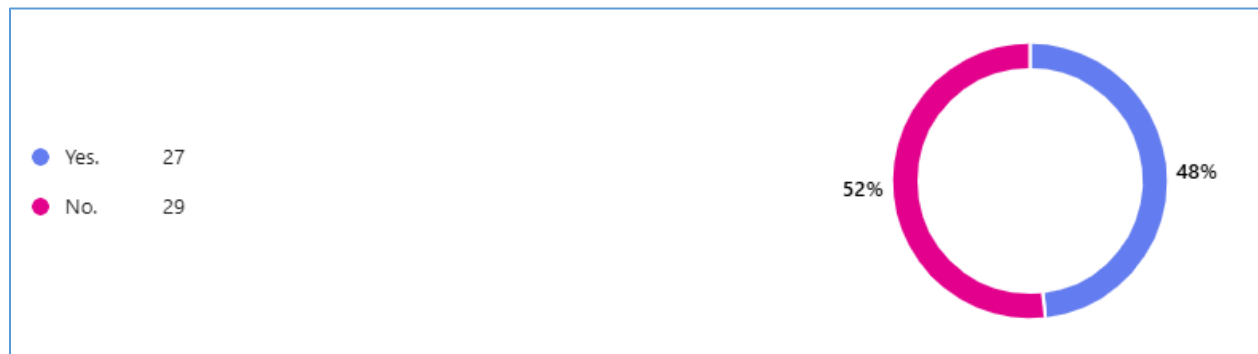
5. How many years have you been remediating PDFs to make them accessible?

Number	Response
213379691	Less than 1 year.
829216974	10-16 years.
562256858	16+ years.
473976351	1-5 years.
905019879	1-5 years.
351401819	10-16 years.
770359141	16+ years.
067884201	1-5 years.
761657822	5-10 years.
640134598	1-5 years.
590496375	5-10 years.
840781191	10-16 years.
214557051	10-16 years.
708719425	10-16 years.
753288029	1-5 years.
706980535	16+ years.
304406113	1-5 years.
77976164	1-5 years.
646797141	5-10 years.
138307723	Less than 1 year.
704372182	10-16 years.
750665274	1-5 years.
526553521	5-10 years.
086746721	16+ years.
099115336	10-16 years.
921748618	16+ years.
467043293	1-5 years.
225205197	1-5 years.
625025613	1-5 years.
187081959	16+ years.
434470989	10-16 years.
290012573	5-10 years.
578931749	1-5 years.
924590429	1-5 years.
594111123	5-10 years.
89549295	5-10 years.
577045984	16+ years.

Number	Response
053473101	5-10 years.
808816677	5-10 years.
156640777	16+ years.
699536547	Less than 1 year.
307984543	1-5 years.
237060644	1-5 years.
931238304	1-5 years.
379984645	10-16 years.
854154277	5-10 years.
995750292	16+ years.
454524904	16+ years.
57814542	1-5 years.
347686672	5-10 years.
476165148	1-5 years.
883679442	1-5 years.
891261939	5-10 years.
472331489	5-10 years.
614018265	16+ years.
415212562	5-10 years.

Question 5 data consolidated.

Years as a Remediator	Response
Less than 1 year	1
1-5 years	19
5-10 years	14
10-16 years	9
16 + years	11

Figure 5 Chart for question 5.
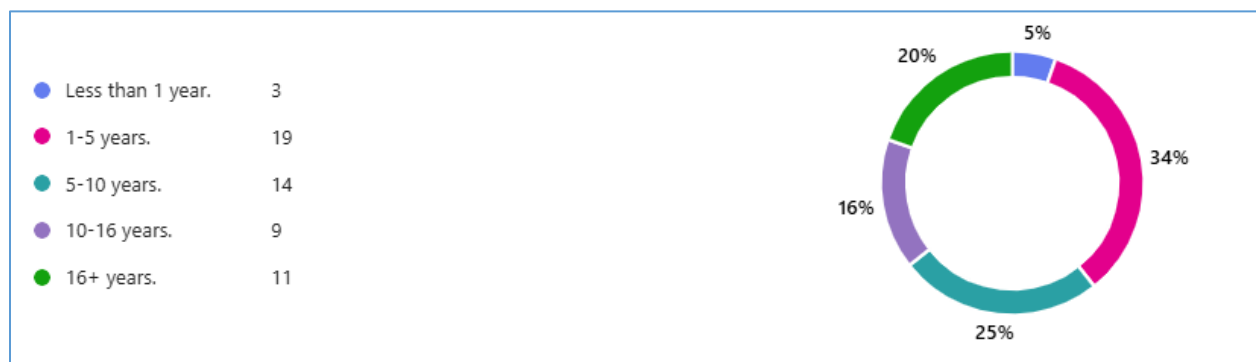
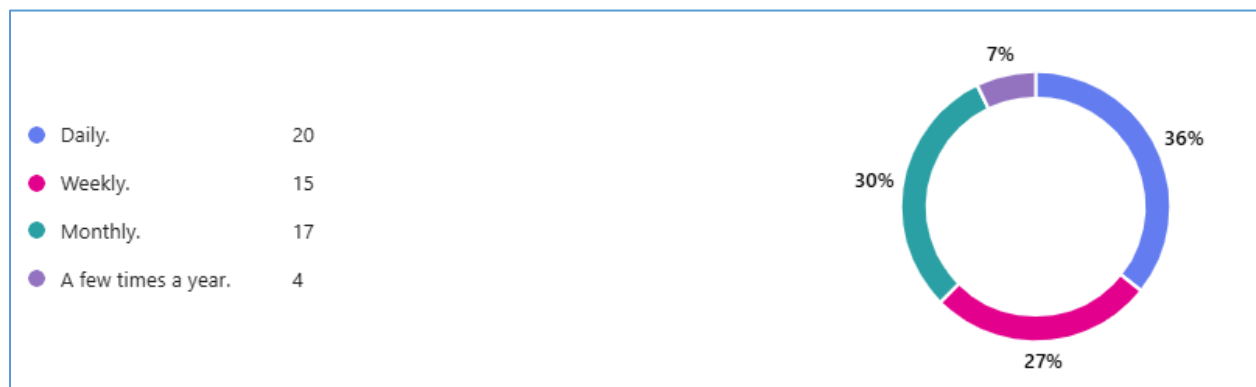# 6. How often do you remediate PDFs to make them accessible?

Number	Response
213379691	A few times a year.
829216974	Weekly.
562256858	Monthly.
473976351	Daily.
905019879	Daily.
351401819	Monthly.
770359141	Daily.
067884201	Weekly.
761657822	Weekly.
640134598	Daily.
590496375	Weekly.
840781191	Monthly.
214557051	Monthly.
708719425	Monthly.
753288029	Daily.
706980535	Monthly.
304406113	Monthly.
77976164	A few times a year.
646797141	A few times a year.
138307723	Daily.
704372182	Daily.
750665274	A few times a year.
526553521	Daily.
086746721	Weekly.
099115336	Daily.
921748618	Daily.
467043293	Daily.
225205197	Weekly.
625025613	Monthly.
187081959	Weekly.
434470989	Daily.
290012573	Monthly.
578931749	Daily.
924590429	Monthly.
594111123	Weekly.
89549295	Daily.
577045984	Monthly.

Number	Response
053473101	Monthly.
808816677	Daily.
156640777	Daily.
699536547	Daily.
307984543	Weekly.
237060644	Daily.
931238304	Weekly.
379984645	Monthly.
854154277	Weekly.
995750292	Daily.
454524904	Monthly.
57814542	Monthly.
347686672	Weekly.
476165148	Weekly.
883679442	Monthly.
891261939	Monthly.
472331489	Weekly.
614018265	Weekly.
415212562	Daily.

Question 6 data consolidated.

Frequency of PDF Remediation	Response
Daily	20
Weekly	15
Monthly	17
A few times a year	4

Figure 6 Chart for question 6.

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

Number	Response
213379691	I don't remediate PDF forms.
829216974	A few times a year..
562256858	A few times a year..
473976351	Monthly.
905019879	A few times a year..
351401819	I don't remediate PDF forms.
770359141	Weekly.
067884201	A few times a year..
761657822	A few times a year..
640134598	Monthly.
590496375	A few times a year..
840781191	A few times a year..
214557051	Monthly.
708719425	A few times a year..
753288029	Weekly.
706980535	A few times a year..
304406113	A few times a year..
77976164	I don't remediate PDF forms.
646797141	I don't remediate PDF forms.
138307723	Daily.
704372182	Monthly.
750665274	A few times a year..
526553521	A few times a year..
086746721	Monthly.
099115336	Weekly.
921748618	I don't remediate PDF forms.
467043293	Monthly.
225205197	A few times a year..
625025613	A few times a year..
187081959	A few times a year..
434470989	I don't remediate PDF forms.
290012573	I don't remediate PDF forms.
578931749	Weekly.
924590429	A few times a year..
594111123	A few times a year..
89549295	Monthly.
577045984	Monthly.

Number	Response
053473101	A few times a year..
808816677	Monthly.
156640777	Monthly.
699536547	A few times a year..
307984543	A few times a year..
237060644	Monthly.
931238304	Weekly.
379984645	A few times a year..
854154277	Weekly.
995750292	Weekly.
454524904	A few times a year..
57814542	A few times a year..
347686672	A few times a year..
476165148	A few times a year..
883679442	I don't remediate PDF forms.
891261939	A few times a year..
472331489	Monthly.
614018265	Monthly.
415212562	A few times a year..

Question 7 data consolidated.

PDF Form Remediation	Response
Daily	1
Weekly	7
Monthly	13
A few times a year	27
I don't remediate PDF forms	8

Figure 7 Chart for question 7.
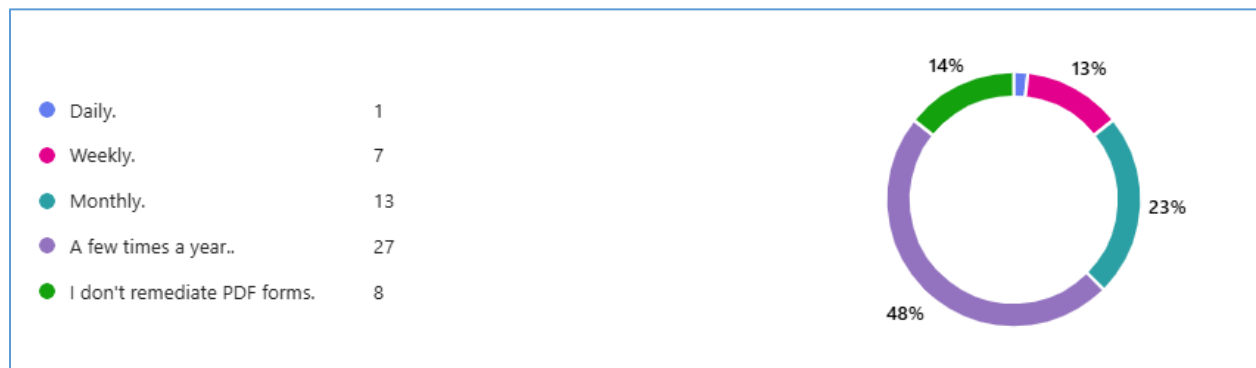
8. Of the PDFs you remediate, estimate how many are scanned documents.

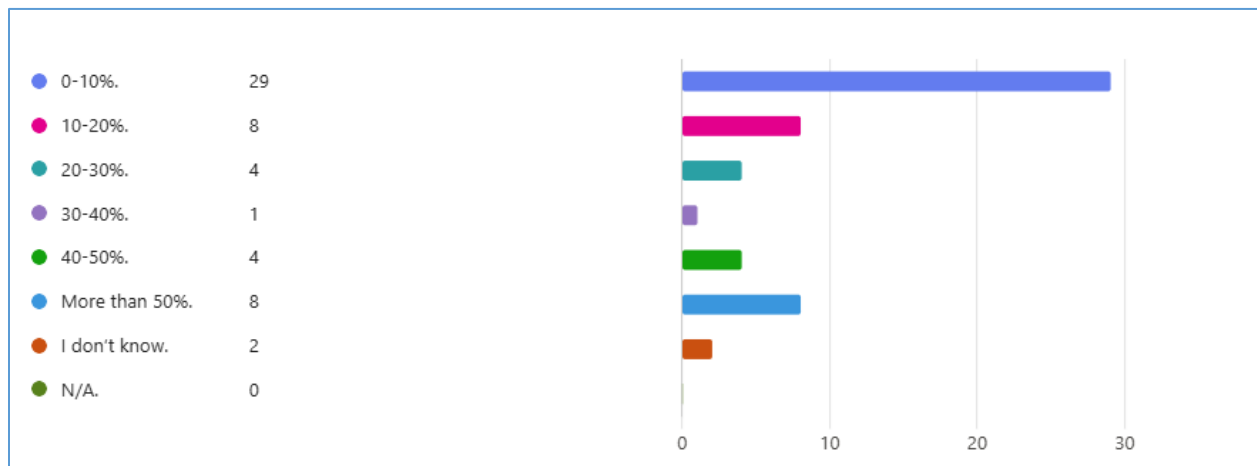| Number	Response
213379691	10-20%.
829216974	0-10%.
562256858	0-10%.
473976351	0-10%.
905019879	40-50%.
351401819	40-50%.
770359141	10-20%.
067884201	More than 50%.
761657822	0-10%.
640134598	40-50%.
590496375	More than 50%.
840781191	0-10%.
214557051	0-10%.
708719425	20-30%.
753288029	0-10%.
706980535	40-50%.
304406113	0-10%.
77976164	I don't know.
646797141	0-10%.
138307723	More than 50%.
704372182	0-10%.
750665274	10-20%.
526553521	0-10%.
086746721	0-10%.
099115336	0-10%.
921748618	I don't know.
467043293	0-10%.
225205197	0-10%.
625025613	0-10%.
187081959	0-10%.
434470989	0-10%.
290012573	30-40%.
578931749	0-10%.
924590429	0-10%.
594111123	More than 50%.
89549295	0-10%.
577045984	10-20%.

053473101	0-10%.
808816677	20-30%.
156640777	More than 50%.
699536547	10-20%.
307984543	0-10%.
237060644	0-10%.
931238304	10-20%.
379984645	10-20%.
854154277	0-10%.
995750292	0-10%.
454524904	More than 50%.
57814542	More than 50%.
347686672	More than 50%.
476165148	20-30%.
883679442	0-10%.
891261939	0-10%.
472331489	20-30%.
614018265	10-20%.
415212562	0-10%.

Question 8 data consolidated.

Scanned PDFs	Response
0-10%	29
10-20%	8
20-30%	4
30-40%	1
40-50%	4
More than 50%	8
I don't know	2
NA	0

Figure 8 Chart for question 8.

● 0-10%.	29
● 10-20%.	8
● 20-30%.	4
● 30-40%.	1
● 40-50%.	4
● More than 50%.	8
● I don't know.	2
● N/A.	0

9. Of the PDFs you remediate, estimate how many are not tagged.

Number	Response
213379691	40-50%.
829216974	More than 50%.
562256858	0-10%.
473976351	0-10%.
905019879	More than 50%.
351401819	More than 50%.
770359141	More than 50%.
067884201	More than 50%.
761657822	40-50%.
640134598	More than 50%.
590496375	More than 50%.
840781191	40-50%.
214557051	10-20%.
708719425	More than 50%.
753288029	More than 50%.
706980535	30-40%.
304406113	More than 50%.
77976164	10-20%.
646797141	10-20%.
138307723	More than 50%.
704372182	0-10%.
750665274	More than 50%.
526553521	More than 50%.
086746721	More than 50%.
099115336	20-30%.
921748618	I don't know.
467043293	More than 50%.
225205197	30-40%.
625025613	More than 50%.
187081959	More than 50%.
434470989	10-20%.
290012573	More than 50%.
578931749	10-20%.
924590429	0-10%.
594111123	More than 50%.
89549295	10-20%.
577045984	More than 50%.

Number	Response
053473101	0-10%.
808816677	More than 50%.
156640777	More than 50%.
699536547	40-50%.
307984543	20-30%.
237060644	10-20%.
931238304	40-50%.
379984645	More than 50%.
854154277	40-50%.
995750292	10-20%.
454524904	More than 50%.
57814542	20-30%.
347686672	More than 50%.
476165148	More than 50%.
883679442	20-30%.
891261939	0-10%.
472331489	More than 50%.
614018265	30-40%.
415212562	More than 50%.

Question 9 data consolidated.

Untagged PDFs	Response
0-10%	6
10-20%	8
20-30%	4
30-40%	3
40-50%	6
More than 50%	28
I don't know	1
NA	0

Figure 9 Chart for question 9.

0-10%.	6
10-20%.	8
20-30%.	4
30-40%.	3
40-50%.	6
More than 50%.	28
I don't know.	1
NA.	0
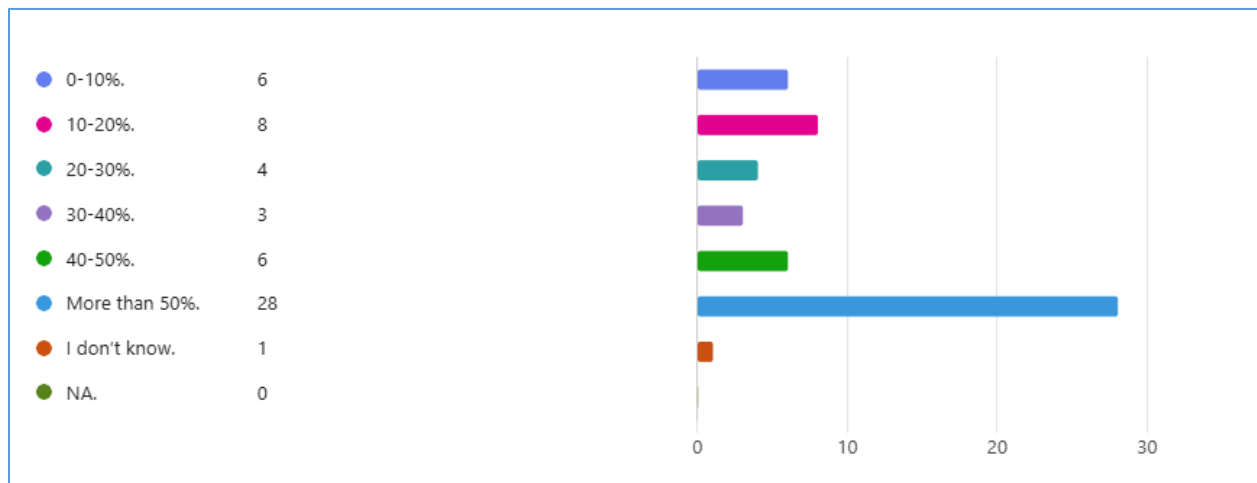
10. Of the PDFs you remediate, estimate how many are not correctly tagged.

Number	Response
213379691	More than 50%.
829216974	40-50%.
562256858	More than 50%.
473976351	More than 50%.
905019879	More than 50%.
351401819	More than 50%.
770359141	More than 50%.
067884201	20-30%.
761657822	More than 50%.
640134598	10-20%.
590496375	More than 50%.
840781191	More than 50%.
214557051	More than 50%.
708719425	More than 50%.
753288029	More than 50%.
706980535	More than 50%.
304406113	More than 50%.
77976164	40-50%.
646797141	20-30%.
138307723	20-30%.
704372182	More than 50%.
750665274	More than 50%.
526553521	More than 50%.
086746721	More than 50%.
099115336	More than 50%.
921748618	N/A.
467043293	More than 50%.
225205197	More than 50%.
625025613	More than 50%.
187081959	More than 50%.
434470989	More than 50%.
290012573	More than 50%.
578931749	More than 50%.
924590429	More than 50%.
594111123	More than 50%.
89549295	More than 50%.
577045984	More than 50%.

Number	Response
053473101	40-50%.
808816677	More than 50%.
156640777	More than 50%.
699536547	0-10%.
307984543	More than 50%.
237060644	More than 50%.
931238304	More than 50%.
379984645	30-40%.
854154277	More than 50%.
995750292	More than 50%.
454524904	More than 50%.
57814542	20-30%.
347686672	More than 50%.
476165148	More than 50%.
883679442	More than 50%.
891261939	More than 50%.
472331489	More than 50%.
614018265	More than 50%.
415212562	More than 50%.

Data for question 10 consolidated.

Incorrectly Tagged PDFs	Response
0-10%	1
10-20%	1
20-30%	4
30-40%	1
40-50%	3
More than 50%	45
NA	1

Figure 10 Chart for question 10.

● 0-10%.	1
● 10-20%.	1
● 20-30%.	4
● 30-40%.	1
● 40-50%.	3
● More than 50%.	45
● N/A.	1
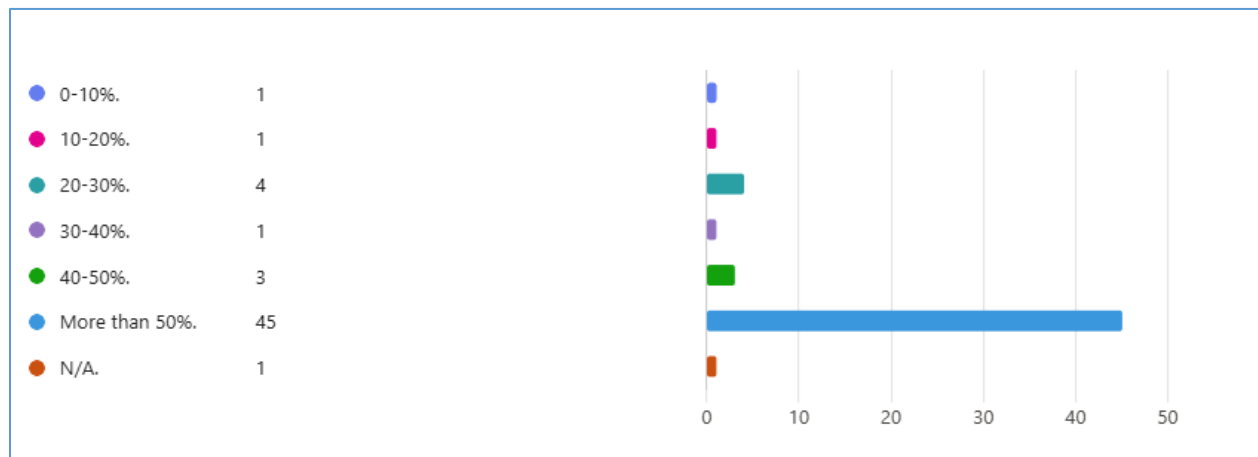
11. How did you acquire the skills you needed to be a PDF remediator?

Number	Response
213379691	In person training from predecessor
829216974	Attending a variety of training courses and constantly updating myself with techniques and standards through more reading, webinars and conferences in the past 13 years. Practice. Getting mentorship. Trial and error when working out solutions and documenting what works. Working with people with disabilities advocating, understanding user needs, running usability testing and observing how they use assistive technologies.Teaching others and learning reciprocally from others too. Background in industrial design and communications also helped as foundation.
562256858	In 2005, the only thing that existed on the topic was a single page on the Adobe website. Apart from that, it was just trial and error.
473976351	Completed the Accessible Media Production program at Mohawk College.
905019879	Youtube, Reading Articles, ATHEN/AHEAD trainings, LinkedIn
351401819	Trial and error and workshops at conferences
770359141	In-house and external training
067884201	Self-taught
761657822	WebAim Course, Research, YouTube videos
640134598	On the job experience and training
590496375	Attended an AHEAD workshop, was then trained by a professional, and immediately began with a Math textbook for a blind student.
840781191	Reading the UA spec mainly
214557051	Online training, classes, expertise in my organization
708719425	Various trainings - conference sessions, webinars, Deque trainings, and the Adobe PDF Remediation workshop (in person). Additionally, youtube videos; checklists from many different resources; Adobe support site; lots of trial and error and experience just doing the remediations; talking with colleagues and other remediation professionals in general about tips and hacks; and asking questions of those same colleagues and professionals when the usual options don't work.
753288029	YouTube tutorials such as the Univ. of Alabama's YT account, a11y Slack, Section 508 ListServ, Googling resources/tutorials
706980535	Learned from my college's alt. format coordinator, then continued professional development from there.
304406113	LinkedIn Learning (Chad Chelius), other free online learning, paid trainings with Chax, paid training at the Design + Accessibility Summit
77976164	LinkedIn learning trainings supplemented by attending the occasional conference presentation and doing an Internet search for problems as they come up. It's been fairly piecemeal, and since I don't do it very often, I'm not very confident in my remediation skills.
646797141	Attending workshops at Accessing Higher Ground (incl Karen's), working with colleagues, seeking information and guidance online and Adobe Help.
138307723	I dont need any skills for the Remediation.

Number	Response
704372182	Learned from an old boss and then went to conference sessions to keep learning. I got the Adobe certification at AccessU.
750665274	I got my skills from online tutorials, physical training and Deque school
526553521	learned from online sources
086746721	Self trained
099115336	training and experience
921748618	Authoring standards, talking with both user and vendor peers, attending trade shows and seminars,
467043293	I learned most of the information by reading a lot of documentation on the internet
225205197	Mostly online reading and YouTube videos. Besides the #pdf channel on a11y-Slack, my favorite sources are https://digitalaccessibility.uoregon.edu/guidelines/pdftables, https://digitalaccessibility.uoregon.edu/guidelines/pdfforms, and https://www.youtube.com/playlist?list=PLdcwkELts-sz8H1-6gijjfC8l8Br8w3sf I also learned a lot by trial and error and testing with various screen readers.
625025613	Took part of the Deque course
187081959	Self taught with a print production background so I started working with PDF when it was first introduced. I understand document production best practices and what is possible to do in document layout software. Added Trusted Tester class/certification, Deque, Edx, Access Board, IAAP ADS training/certification. A continual learner.
434470989	Some training. Online resources. Self thought.
290012573	Deque courses, support from accessibility experts, personal research
578931749	I learned a lot from web and facebook group
924590429	Learned from more experienced colleagues. From courses, like the ones from Chad Chelius. Learned from websites with info. Learned from colleagues in the A11Y-Slack. But most of all I learned from experience, making mistakes, solving problems.
594111123	Lots of practice and trainings
89549295	Grew up with Acrobat. undertook some training, read some manuals. Used internet to search for specific error messages derived from remediation.
577045984	Years of experience. AT conferences. Best practice conversations with AT colleagues. Educause and ?ATHEN discussions. Online training.
053473101	Trial and error in Adobe.
808816677	Mohawk's Accessible Media Production certificate program, thank you, Karen! Then years of manual tagging.
156640777	Working in Disability Office creating textbooks for students.
699536547	Training on CommonLook software
307984543	LinkedIn courses, free Adobe courses, WebAIM training, Deque Training

Number	Response
237060644	I learned the basics of accessible document design while I was working for an assistive technology center in higher ed. From there I went to conferences and learned many of the basics of PDF accessibility, but did not learn to remediate documents to full WCAG/PDFA conformance until I started a new job as a full-time document specialist. Since then I've done a handful of trainings with Allyant, Chax (Accessibility Unraveled), and others. There is also a ton of self-guided learning from websites, blogs, webinars, etc. Notable examples include WebAIM, IAAP resources, and the PDF Accessibility group on Facebook.
931238304	Started with foundational training through State agency, then expanded my knowledge using LinkedIn Learning and a PDF Accessibility group on Facebook.
379984645	Online research how-to's
854154277	So many trainings, webinars, and a ton of Google research
995750292	Self Learning, Community, Conferences, Spec, Tagged PDF Best Practice Guide, PDF Accessibility Working Groups
454524904	Self taught through job and some training through the High Tech Center Training Unit (HTCTU) which was disbanded and reformed into the California Community College Accessibility Center in Butte College.
57814542	Virtual training through CommonLook. Testing with assistive technology with trial and error.
347686672	on the job training, webinars, practice
476165148	I acquired my skills through online trainings via LinkedIn Learning, ATHEN, AHEAD, and through my own personal trial and error.
883679442	LinkedIn Learning, section 508 website, colleagues
891261939	Initially taught myself using the vendor support pages and published standards. I later attended an accessible documents course that filled in some gaps in my knowledge.
472331489	Deque courses, YouTube videos, practice.
614018265	When I started, there were no classes or workshop. Self-trained and tested with different technologies.
415212562	researched

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

Number	Response
213379691	Adobe Acrobat Pro DC.;
829216974	Adobe Acrobat Pro DC.;
562256858	Adobe Acrobat Pro DC.;axesPDF.;PAC2024, Commonlook PDF Validator;
473976351	Adobe Acrobat Pro DC.;axesPDF.;axesWord.;CommonLook;
905019879	Adobe Acrobat Pro DC.;CommonLook, PAC ;
351401819	Adobe Acrobat Pro DC.;
770359141	Adobe Acrobat Pro DC.;axesPDF.;CommonLook;
067884201	Adobe Acrobat Pro DC.;
761657822	Adobe Acrobat Pro DC.;CommonLook PDF;
640134598	Adobe Acrobat Pro DC.;Prep (Continual Engine);
590496375	Adobe Acrobat Pro DC.;Allyant;
840781191	Adobe Acrobat Pro DC.;
214557051	Adobe Acrobat Pro DC.;
708719425	Adobe Acrobat Pro DC.;
753288029	Adobe Acrobat Pro DC.;CommonLook;
706980535	Adobe Acrobat Pro DC.;
304406113	Adobe Acrobat Pro DC.;PAC 2024;
77976164	Adobe Acrobat Pro DC.;Equidox;
646797141	Adobe Acrobat Pro DC.;
138307723	Accessful;
704372182	Adobe Acrobat Pro DC.;
750665274	Adobe Acrobat Pro DC.;
526553521	Adobe Acrobat Pro DC.;axesPDF.;PDF UA checker;
086746721	PDFxi Desktop Pro;
099115336	Adobe Acrobat Pro DC.;axesPDF.;axesWord.;
921748618	Adobe Acrobat Pro DC.;DALIM Drive, Enfocus Switch;
467043293	I Made it;
225205197	Adobe Acrobat Pro DC.;PAC 2021, CommonLook PDF;
625025613	Adobe Acrobat Pro DC.;
187081959	Adobe Acrobat Pro DC.;Commonlook and PAC;
434470989	Adobe Acrobat Pro DC.;CommonLook;
290012573	Adobe Acrobat Pro DC.;MathPix, Microsoft Word;
578931749	Adobe Acrobat Pro DC.;PAC;
924590429	Adobe Acrobat Pro DC.;axesPDF.;axesWord.;
594111123	Adobe Acrobat Pro DC.;Abbyy;
89549295	Adobe Acrobat Pro DC.;axesPDF.;PDFix;
577045984	Adobe Acrobat Pro DC.;Abby Finereader; PREP;

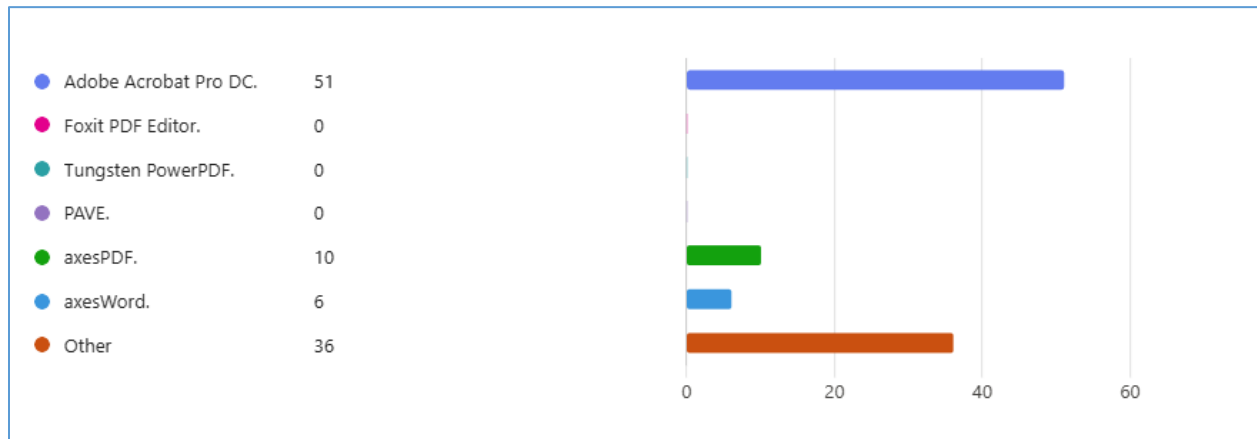| Number	Response
053473101	Adobe Acrobat Pro DC.;
808816677	Adobe Acrobat Pro DC.;axesPDF.;axesWord.;Adept UA;
156640777	ABBYY, OmniPage, SensusAccess;
699536547	CommonLook;
307984543	Adobe Acrobat Pro DC.;
237060644	Adobe Acrobat Pro DC.;CommonLook PDF, Equidox (rare) ;
931238304	Adobe Acrobat Pro DC.;CommonLook;
379984645	Adobe Acrobat Pro DC.;
854154277	Adobe Acrobat Pro DC.;PAC2024;
995750292	axesWord.;axesPDF.;Adobe Acrobat Pro DC.;axesTagger;
454524904	Adobe Acrobat Pro DC.;ABBYY, Mathpix, Mathkicker.ai (new), LakePineBraille's Equation Editor (free);
57814542	Adobe Acrobat Pro DC.;CommonLook;
347686672	Adobe Acrobat Pro DC.;ABBYY;
476165148	Adobe Acrobat Pro DC.;Equidox;
883679442	Adobe Acrobat Pro DC.;
891261939	Adobe Acrobat Pro DC.;
472331489	Adobe Acrobat Pro DC.;
614018265	Adobe Acrobat Pro DC.;axesPDF.;axesWord.;Commonlook;
415212562	Adobe Acrobat Pro DC.;Commonlook;

Question 12 data consolidated.

Remediation Tools Used	Response
Adobe Acrobat Pro DC	51
Foxit PDF Editor	0
Tungsten Power PDF	0
PAVE	0
axesPDF	10
axesWord	6
Other	36

List of other tools used:

- ABBYY FineReader (5).
- Accessful (1).
- Adept UA (1).
- Allyant/CommonLook/CommonLook Validator (16).

- axesTagger (1).
- DALIM Drive (1).
- Enfocus Switch (1)
- Equidox (3).

- LakePineBraille's Equation Editor (free) (1).
- Mathkicker.ai (new) (1).
- MathPix (2).
- Microsoft Word (1).
- OmniPage Pro (1).
- PAC/PAC 2024 (7).
- PDFix (1).
- PREP (1).
- Prep (Continual Engine) (1).
- SensusAccess (1).

Figure 11 Chart for question 12.

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

Check all that apply.

Number	Response
213379691	PDF/UA - 1;WCAG 2.0+.;Section 508.;
829216974	PDF/UA - 1;WCAG 2.0+.;
562256858	PDF/UA - 1;WCAG 2.0+.;
473976351	PDF/UA - 1;
905019879	PDF/UA - 1;WCAG 2.0+.;Section 508.;
351401819	WCAG 2.0+.;PDF/UA - 1;Section 508.;
770359141	PDF/UA - 1;WCAG 2.0+.;EN 301 549: 2021.;Section 508.;Requirements of the customer;
067884201	WCAG 2.0+.;
761657822	PDF/UA - 1;WCAG 2.0+.;Section 508.;
640134598	PDF/UA - 1;WCAG 2.0+.;
590496375	WCAG 2.0+.;PDF/UA - 1;
840781191	Section 508.;PDF/UA - 1;
214557051	Section 508.;PDF/UA - 1;WCAG 2.0+.;
708719425	WCAG 2.0+.;Section 508.;
753288029	PDF/UA - 1;WCAG 2.0+.;
706980535	WCAG 2.0+.;Section 508.;
304406113	PDF/UA - 1;WCAG 2.0+.;Section 508.;
77976164	PDF/UA - 1;WCAG 2.0+.;Section 508.;
646797141	WCAG 2.0+.;
138307723	EN 301 549: 2021.;WCAG 2.0+.;PDF/UA - 1;
704372182	WCAG 2.0+.;Section 508.;
750665274	PDF/UA - 1;Section 508.;WCAG 2.0+.;
526553521	PDF/UA - 1;
086746721	PDF/UA - 1;WCAG 2.0+.;EN 301 549: 2021.;
099115336	PDF/UA - 1;WCAG 2.0+.;
921748618	I don't make them accessible.;
467043293	PDF/ a2a;
225205197	WCAG 2.0+.;Section 508.;
625025613	WCAG 2.0+.;
187081959	PDF/UA - 1;WCAG 2.0+.;Section 508.;
434470989	PDF/UA - 1;WCAG 2.0+.;Section 508.;
290012573	WCAG 2.0+.;
578931749	PDF/UA - 1;EN 301 549: 2021.;WCAG 2.0+.;
924590429	EN 301 549: 2021.;WCAG 2.0+.;PDF/UA - 1;

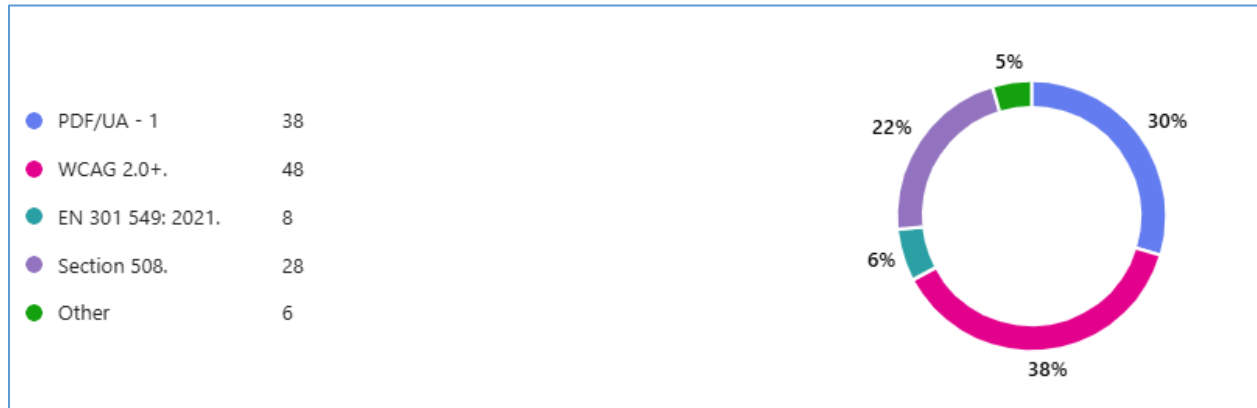| Number	Response
594111123	PDF/UA - 1;Section 508.;
89549295	WCAG 2.0+.;PDF/UA - 1;
577045984	WCAG 2.0+.;Section 508.;
053473101	WCAG 2.0+.;
808816677	PDF/UA - 1;WCAG 2.0+.;Section 508.;
156640777	Student's needed use case, which might not be all materials (some materials may be requested to be removed, i.e. footers, pages, etc.);
699536547	PDF/UA - 1;WCAG 2.0+.;EN 301 549: 2021.;Section 508.;
307984543	WCAG 2.0+.;PDF/UA - 1;
237060644	PDF/UA - 1;WCAG 2.0+.;
931238304	PDF/UA - 1;WCAG 2.0+.;
379984645	WCAG 2.0+.;Section 508.;
854154277	PDF/UA - 1;WCAG 2.0+.;Section 508.;
995750292	PDF/UA - 1;WCAG 2.0+.;EN 301 549: 2021.;
454524904	Depends on student's needs. We've removed pages, headers, and footers at student's request, which may not be relevant to any suggested guidelines. ;
57814542	WCAG 2.0+.;PDF/UA - 1;Section 508.;
347686672	WCAG 2.0+.;PDF/UA - 1;Section 508.;
476165148	PDF/UA - 1;Section 508.;WCAG 2.0+.;
883679442	WCAG 2.0+.;Section 508.;
891261939	WCAG 2.0+.;PDF/UA - 1;EN 301 549: 2021.;
472331489	WCAG 2.0+.;Section 508.;
614018265	PDF/UA - 1;WCAG 2.0+.;Section 508.;Sec. 508 and En 301 are not standards. They are laws that require standards.;
415212562	WCAG 2.0+.;

Question 13 data consolidated.

Standard	Response
PDF/UA 1 (ISO 14289-1:2014)	38
WCAG 2.x	48
EN 301 549	8
Section 508	28
Other	6

List of other standards:

- Requirements of the customer.

- I don't make them accessible.

- PDF/ a2a

- Student's needed use case, which might not be all materials (some materials may be requested to be removed, i.e. footers, pages, etc.)

- Depends on student's needs. We've removed pages, headers, and footers at student's request, which may not be relevant to any suggested guidelines.

- Sec. 508 and En 301 are not standards. They are laws that require standards.

Figure 12 Chart for question 13.

14. 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.

Number	Response
213379691	I hate that you can't easily manually OCR in Acrobat, or manually create arbitrary objects even if it doesn't visually recognize anything
829216974	Acrobat Pro Accessibility Checker misses many possible WCAG and PDF/UA testable checkpoints that I depend on other tools like PAC 2024. The table editor and preflight tools are not intuitive to use. Confusing use and naming of 'reading order' in its tools and panels.
562256858	axesPDF is insanely expensive, but it does 2 or 3 things no other tool appears to do. I only use it a few times a year, so it effectively costs £100 each time I use it. The licensing mechanism is absurdly complicated and never works, so I have to contact technical support every year. Acrobat Pro has not been keyboard accessible since version 7 about 20 years ago. This kills me. We used to have a keyboard emulator that allowed us to store macros, so a single macro key could play back long sequences of keystrokes. Creating all the tags for tables and lists took a couple of seconds instead of the several minutes it takes now. In Acrobat Pro, the "Find Tag from Selection" feature often does not work at the first attempt. Fortunately, it always works at the second attempt. Acrobat Pro's user interface is disastrously bad and they keep making it worse. I hate the left-hand sidebar and I hate having the Tags panel on the right - even after a year I still look for it on the left every time because that's where it should be. They recently broke the colour picker in Edit mode - the colour of the selected text is not highlighted in the grid of colour swatches - the highlighted colour is the last colour you selected. Acrobat Pro's frequent nagging to use AI tools. Commonlook PDF Validator only allows access to a small subset of Acrobat functionality. However, if you close the validator, Acrobat closes too and force quits all open documents.
473976351	No comment.
905019879	I am very new to the field with little to no peer guidance, so many things frustrate me but typically I can find solutions online. I wish that some of the PDF/UA guidance like Tagged PDF Best Practice Guide: Syntax were written in even simpler terms to make them easier to understand for someone newer to the profession.
351401819	Trying to move tags
770359141	CommonLook - cost and limited support
067884201	Teaching other people and also PDF DC glitches all of the time
761657822	Inability to edit PDF, limitations on available fonts to match the original font used. Adobe errors are often unclear and do not provide helpful feedback to address the issue.

Number	Response
640134598	PREP: Complex situations are not well-handled or documented (e.g., tagging forms, redlined documents). The tool itself seems to have some issues with connectivity, though I can't be sure where the fault lies. No dashboard to see the 'health' of the tool--when it goes down, it's not easy to figure out what's happening. Checker reports are not tagged. ACROBAT: steep learning curve. Lack of guidance regarding how to fix errors such as character encoding or 'invisible' objects that trigger errors in PAC.
590496375	n/a
840781191	Time consuming for acrobat
214557051	They aren't for novice users which is the primary user base. Overly complex for everyday users. Adobe acrobat at times crashes if working with a complex document. Complex tables are hard to remediate unless you have expertise. Tools don't provide guidance and automated checkers are good but not the end all be all. Also adobe changes things frequently.
708719425	Adobe specifically - auto-tagging is often wrong; tools occasionally get moved around; difficult to bulk-select and apply changes; sometimes have to start by removing all properties, and then it still will break; tags and reading order don't always agree.
753288029	The tools are largely expensive and don't catch all errors. I have to use Adobe and PAC to catch all errors. Adobe is especially challenging with the content and reading order panels sometimes contradicting the tag order.
706980535	Adobe Acrobat Pro likes to make things unnecessarily difficult, up to and including suddenly changing things and breaking certain pieces of the software.
304406113	They aren't accurate. PAC will show an error when there isn't one during manual testing with NVDA.
77976164	Adobe acrobat is not very intuitive to use and does not do a good job of providing just-in-time training to support the end-user when something is unclear. I just want a simpler user interface that doesn't sacrifice the granularity of what you can do.
646797141	I'm a "non-techie" in the disability field who has learned how to use various tools and use Adobe most often. I find Adobe's Accessibility Checker to be more robust than it used to be. I do get frustrated, though, that, even after following the steps to remediate a document I still get error messages. I can understand why so many companies and organizations get in trouble for inaccessible documents and sites. It's a lot of, often frustrating, work!
138307723	With Accessful, one challenge is that the tool works so intuitively and automatically that users might overlook the deeper importance of accessibility itself. It requires no prior skills, which is a huge benefit – but it can lead to the misconception that accessibility is "just a tech fix," rather than a human-centered responsibility. The frustration is more strategic: the better the tool works, the more we need to actively communicate why accessibility matters beyond automation.

Number	Response
704372182	Adobe is buggy and shuts down often. The table editor sometimes won't even work, especially for complex tables, and it has no tools to help make tagging things like lists and tables manually. It also stinks at things like links that are coming from Word and are multi-line. It's also expensive. The cost and the nuance that goes into tagging a PDF and knowing to fix all the things like the link issue makes it pretty hard for an average person to make an accessible PDF.
750665274	Adobe Acrobat DC is far reach expensive to get and maintain so bearing in mind that I don't get work oftenly, it is extremely expensive to maintain the software.
526553521	reading order panel
086746721	PDFix Desktop works perfect for us because it automates the whole process and repetitive tasks. More frustrating is often the poor PDF quality itself and the page layout usually not designed for accessibility.
099115336	there is no single one that can be used for many applications
921748618	The main frustration is with the inconsistent manner that RIPs process PDF files.
467043293	confusing tables not tagging properly
225205197	CommonLook PDF and PAC both have options testing against "WCAG" but still flag issues that violate PDF-UA conformance (ex: links with no alt text, which is not required for PDF-UA but not for WCAG 2.4.4).
625025613	Recently Acrobat wouldn't auto tag and I don't have enough time or training to do this from scratch. I also would prefer to use Grackle as everything I do is coming from Google but Grackle still hasn't fixed the issue that I know of where it doesn't preserve the pagination so it's more work to use it than it should be saving.
187081959	I prefer AxesPDF but we cant get that where I work.. Acrobat should either make their Accessibility Checker do what a checker like PAC does or remove it. Ditto their table editor .. its oathetic. Commonlook is too expensive for what it does. We need unicode mapping for glyphs and language attribute editing in Commonlook. Axes is better and cheaper. Word does not make accessible PDF ... dropped spaces at end of lines; inserts odd characters before and after links.
434470989	For now. None with the tools.
290012573	Adobe Acrobat is confusing to use and has a difficult UI to work with. We often recommend that people fix issues in Microsoft Word instead of trying to work with the Adobe tagging tools.
578931749	price

Number	Response
924590429	Adobe: I can't delete all language attributes on the tags or content at once, like I can with AxesPDF. I can't even check if those attributes are there without checking every invidual tag. I can't easily put ID's in complex tables. It takes a lot of time. AxesPDF makes that easy. AxesPDF can only do so much and it's a very expensive tool. I find it tricky because it changes things which you can't undo. I save many versions when I work with AxesPDF, just to make sure I don't lose my work. AxesPDF is able to change layout tables into "normal" tags. That makes it possible to use templates with layout tabels in stead of finding a better solution. It "locks" users into that tool because without it the result, using that template would not be accessible.
594111123	They suck. It's like using word and when adding a space, everything goes out of alignment
89549295	Acrobat: The accessibility check doesn't make clear what standard it checks to. Doesn't make clear that a manual test is required to assess accessibility. When creating a link, why can't 'use named destination' be default? Why do I have to select 'find tag from selection' twice, as once doesn't work. Why does Print Production/Preflight include a function 'fix problems in PDF tagging structure' when it never does. InDesign: why create tag types like 'aside' and 'FE_note' which are incorrect and need roles defined in acrobat to fix. PAC24: why is it so flakey? Shouldn't fall over when the tab order is unspecified. should provide a helpful message when 'MCID is already present' VIP: don't tell me the structure is invalid, tell me where it is invalid and how.
577045984	Adobe products are not user friendly- so cumbersome. Very frustrating to work with Adobe as a company and with their products.
053473101	Adobe Acrobat Pro being a paid program to access the accessibility feature and its in accessibility as a program requiring drag and drop. I am not aware of other robust programs that accomplish the same thing without additional costs however. Generally it's access to the right, affordable program.
808816677	CommonLook has a fix button that breaks the reading order and messes the tags. A lot of people save Word documents as PDFs then throw them in CommonLook and run a report that flags errors - to which they apply the fix button. Then they think the job is done. There is no Magic Button. It still takes a lot of human intervention, attention to detail and elbow grease.

Number	Response
156640777	I hate the free tools, they're more work. axes only works on PC (I'm on Mac), PAVE never works well with education materials, Foxit used to be usable but hasn't been for almost a decade now, and Adobe Pro is very useful for publisher provided and InDesign content, but editing in the wrong window can make content disappear from the PDF...very frustrating. Allyant can be better, but the AI does miss content. Biggest complaint is that there are garbage PDF's still available online. When you convert those, it's garbage in, garbage out.
699536547	Scan-to-fix tools are misleading.
307984543	They are too expensive. My university only provides Adobe Acrobat for remediation.
237060644	Equidox: confusing user interface and very poor accessibility (few keyboard shortcuts, drag and drop interactions required). AI engine can impressively identify table formatting and some lists, but the functionality is very confusing because the interface constantly refreshes. It's not clear when work is saved or if it might be accidentally overwritten. Equidox is the most regularly faulty tool I have used, to the point where I avoid using it almost ever. It will take a correctly tagged document and make it *worse* simply by getting it into the online system, because the AI review is automated and non-optional. Equidox also does not check against a specific standard, so additional review and remediation of the documents are often necessary. Acrobat: except for the most basic tasks, has the worst and most time-consuming processes for remediation. Everything takes longer in Acrobat than in other tools and requires advanced technical knowledge of Adobe programs and sometimes even coding.
931238304	Adobe Acrobat doesn't have built in PDF\UA remediation. Only surface-level WCAG standards checked, and it can be cumbersome. New to using CommonLook.
379984645	Acrobat. Acrobat doesn't always identify correctly which tag belongs to what, which frustrates me. Ex. I can see the image but can't find it in the tag structure
854154277	Acrobat and Word Internal checkers catch only the most basic issues some of the time. They are incredibly unreliable.
995750292	That I still need Acrobat when I am using axesPDF.
454524904	Editing it word is horrible. One minor edit and the whole document can be altered...Thank goodness for CTRL+Z. One frustration is that you need an assortment of tools to complete a job, depending on the materials. STEM content usually requires additional software to make the content readable. Mathkicker.ai seems to be an all in one solution for math, but there's still sciences to think about...and the SMILES extension is not widely used for chemistry. We need a mathjax like service for science chemicals.
57814542	Handwritten math content being tagged correctly and not having the content expertise to remediate properly or provide sufficient alternative text. Also the lack of free tools available for non-remediators to make simple adjustments to things like tags and reading order.

Number	Response
347686672	they suck and act like Word in the sense where you "move one thing" and the entire document implodes
476165148	None of the PDF remediation tools I've used feel intuitive. Because I mainly convert course materials for students who prefer accessible Word Documents, I bypass the PDF editors whenever possible and work directly in Microsoft Word. I don't feel confident manipulating a tags tree in a PDF editor for any file that has complex elements (tables, table of contents, reference notes, etc).
883679442	Acrobat is clunky and likes to crash. Tables can be a huge pain, especially if there are pre-existing incorrect tags.
891261939	If the document is originally written in Microsoft Word, I ensure it is as accessible as possible in that format first before converting it to PDF. I use the Microsoft Online Service to create the PDF from a Word document, as it is currently more reliable. Cloud services do change, and the one I use can change over time. I had previously used the Adobe Online Service, but that is not as good these days. Once I create the PDF, or I get given a PDF that was created using other software (for example, InDesign), I then use the Adobe Acrobat Pro (new, not classic) tool to make it fully accessible. I go through the Accessibility Checker to remedy any identified issues (there are usually no automated issues found if I convert from an accessible Word document). I then do manual checks and fixes, including Reading Order, Accessibility Tags, and Content panels (plus prepare a form if it is an interactive form). The reading/tab order has to be fixed 3 or 4 times (reading order, accessibility tags order, content order, and form field order) to ensure it is correct. The Reading Order panel does not have all the accessibility tags available to select, so I end up having to mark list items, for example, as paragraphs and then change them to L, LI, Lbl, and LBody in the accessibility tags interface. Tables have to be fixed using the Table Editor in the Reading Order panel. The Table Editor gets confused when trying to remediate complex tables, so I manually have to create these tags when there are a lot of merged cells and multiple levels of column and row headers. Updating the alt text requires you to go through each image one at a time, rather than being able to select a particular image to edit the alt text for it. It is also not always easy to determine which image it is referring to, as it does not always highlight the image correctly. There have been issues when the Adobe Acrobat Pro tool crashes, and I have lost all my work, so I save regularly. I end up marking a lot of the <Artifact> Path entries as artifacts as they relate to hidden characters (such as page breaks) or visual formatting that does not need to be tagged. Sometimes the PDF file gets so messy that I end up removing all the tags and Autotagging to start again.
472331489	Using the accessibility checker in Adobe Pro, I sometimes run into issues that say go into the tags tree but then says the content isn't there. It doesn't provide steps to take to fix this.
614018265	No tagging lists, footnotes, tables, and maths correctly...and easily.
415212562	they do not identify a LOT of errors

15. 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.

Number	Response
213379691	Making the source document (if available) accessible and reexporting
829216974	Remediation works well only if I use a combination of tools such as Acrobat Pro (for initial checks, tagging and remediation), PAC 2024 (use the checkpoints for WCAG and PDF/UA and visualise tag structure using screen reader preview), TPGi Colour Contrast Analyser and NVDA
562256858	Nothing comes to mind. The most positive thing I can say is that the tools are slightly less terrible than they were 20 years ago.
473976351	I work with graphic designers who use MadeToTag, which has greatly reduced the time needed to remediate a PDF that has been exported from InDesign.
905019879	I like the ability to search tags in CommonLook, it makes adding alt-text to figures super easy as I can get them all in one place rather than searching my tags manually.
351401819	converting to word and making correction
770359141	axesPDF - correcting errors in PDF files, fixing links
067884201	Conversions
761657822	The sticky button in CommonLook PDF is helpful when correcting incorrect tags. Ability to delete empty tags.
640134598	PREP: Use of AI to make an initial pass. Shortcut keys. ACROBAT: can fix things that were not fixable in PREP.
590496375	Allyant, goes through easy step by step process, does most of the checking itself and really just needs to be reviewed, can put into many different formats.
840781191	unsure
214557051	Understanding code and Adobe acrobat tags makes working in the tags pane very easy.
708719425	In Adobe, I often work backwards when tagging. As in, starting from the bottom of the tag tree and working my way up, and closing each tag chevron when it's finished. Regularly "Save as" through the work with semantic naming, so that if something breaks, I can go back to a previous version and know what was already done. I always tag first, then reading order.
753288029	CommonLook is great for tables, lists, TOCs and footnotes, but it can also be clunky and overly complex. Lots of training is needed to learn the tool.
706980535	At this point, I am just familiar with Adobe Acrobat Pro and how to address its quirks.
304406113	PAC shows exactly where the error is on the page.
77976164	I usually start with Equidox because the interface is faster and simpler for checking and adding alt text and for tagging and tax structure, but then I run the accessibility check in Adobe Acrobat to check my work.

Number	Response
646797141	In Adobe, I like the Reading Order checker and the option to move the order of the segments of a document using the right-hand panel that pops up. I like when Adobe offers a "Fix" option in the right-click menu of a tag. Not all of the tags offer that, though. I do like the Alt-Text dialogue box in Adobe as well.
138307723	One thing that impressed me about Accessful is how easy it is to use – even without prior accessibility knowledge. The interface is clean, and the tool automatically detects structure and applies correct tagging, which is usually very time-consuming. Especially for scanned documents, the results are surprisingly good – including logical reading order and alt text suggestions. It really lowers the entry barrier for making documents accessible.
704372182	I honestly can't really name anything, as nothing stands out about Adobe. It does well with simple documents, and that's about it.
750665274	PAC 2021 Checker, Color contrast analysis, Accessibility Checker and NVDA.
526553521	more than one undo
086746721	A well structured and designed document can be tagged with one click. The use of AI to create alternate texts.
099115336	AxesWord - Fixes broken lists and tables, correctly marks multi-level lists. PDF forms are easier to create with Adobe InDesign
921748618	Being able to preflight and normalize > 10 PDF files per second in DALIM Drive.
467043293	My tool. W orks well with all texts and even regular tables
225205197	Nothing. PDF remediation is tedious and time-consuming. I feel there is no place for PDFs in the modern age. I wish orgs would stop creating new PDFs and only remediate older docs as necessary.
625025613	Keeping the document simple to start with. I don't know how to do certain things so I avoid having them in my document to start with. (Tables for example)
187081959	Acrobat has improved their text editing of tagged documents. Content doesnt drop out of edited tags as often as it used to.
434470989	With CommonLook mutipleTag updates and table editor makes so much easy
290012573	MathPix has a powerful OCR tool that has reduced errors over Adobe Acrobat's tool. We also often convert to Microsoft Word, fix issues, then convert back to PDF, which significantly saves time over working with Adobe tagging. It is also easier to teach people to make content accessible in Word than in PDF.
578931749	PAC - screen reader preview
924590429	AxesPDF: use the Preview to check language attributes on tags and content in tags. That works with colored flags which are very easy to see.
594111123	Rescanning. Starting over multiple times to get a single change to stick
89549295	Acrobat auto tag+ AI is pretty good. still needs manual intervention afterwards, but I do sometimes find my self surprised at the good results.
577045984	Abby Finereader has been simple to use, user friendly and quick. PREP uses AI to aid in complex PDF document conversions- recently bought licensing to this tool- more for an expert level to process math, chemistry, engineering, science, etc.
053473101	Accessibility Checker in Adobe is a great starting point. It cuts down a lot of the work.
808816677	the axes4 suite (axesPDF, axesWord, axesSlides) and MadeToTag were life changing tools.

Number	Response
156640777	OCR programs work great, but otherwise, Markdown or ePub is preferred. Even the AI chats are using markdown.
699536547	Commonlook
307984543	I use Adobe Acrobat, so not much.
237060644	Acrobat is great for starting forms when they have been designed in another program. But CommonLook is my go-to for nearly all document remediation tasks. Its reporting options are robust and extremely impressive. The ability to quickly review just a few crucial properties of a tag is really helpful. And their system has tons of keyboard functionality, which is a must for me. Their automated table and list recognition tools are also really functional (only for simple tables).
931238304	Starting with an accessible source document. I ask for the original documents wherever possible, and it usually is in my line of work.
379984645	Unfortunately, Acrobat is the only tool available to me. It can be a curse and sometimes a blessing. If I'm creating the document from scratch, using Word, I try to make the document as accessible as I can before converting to PDF. In the past I've used Karen McCall's methods of making Word docs accessible, now MSoft is making it easier to do within the document but it's not 100% either.
854154277	Adobe Acrobat accessibility has gotten a lot better recently.
995750292	axesPDF: A lot of one click fixes.	axesWord: If I do everything correctly in my Word file, I do not have to do any PDF accessibility post-processing.
454524904	mathkicker.ai is amazing for math content. One step to convert them all.
57814542	CommonLook is very user friendly. The tag tree is very easy to manipulate and adjust and can be done by dragging and dropping or using the options within the toolbar.
347686672	ABBYY OCR's an image only scan very well and it is easy to mark things up and correct spelling issues
476165148	I used Equidox for a few years to remediate PDFs with complex layouts. I really appreciated the visual representation of tags as "zones" that were easy to adjust, add, delete, and re-categorize. It was much simpler for me than work in a tags tree.
883679442	n/a
891261939	Doing it correctly from the start. Getting the source document accessible (for example, Microsoft Word), converting it using a reliable converter (for example, Microsoft Online Service), and then just having to do a once-over check in Adobe Acrobat Pro. It is good if in the source document you can plan ahead for PDF conversion so that you try and keep a whole table on one page and not have to join it together with only the first set of repeated column headings in the PDF, you use styles rather than manual formatting, and you remove white space like page breaks and blank lines.
472331489	The Adobe Pro accessibility checker has seemed to get better at tagging automatically and I really like that I can fix all the alternate texts without having to go through each image and open a new dialog box.
614018265	Getting the basic text well tagged
415212562	manually walking the tag tree

16. What improvements do you want to see in the tools you use to make PDF remediation easier, faster, and more accessible?

For this question, specify whether you are talking about the accessibility of ...

Number	Response
213379691	Better manual overrides in Acrobat
829216974	Acrobat Pro: Must align all reading order through what was set in the tags panel only and point all assistive tech including its own Reflow function to use tag order only so there is no need to re-order the Order panel to get it right for 'other reading orders'. The numbered sections that visually show the 'reading order' should instead show the order from the Tags panel to avoid confusing users. Rename the 'Order' panel and other reading orders with non-confusingly similar names. Address bugs reported in UserVoice that were there for many years already. Review and improve the Accessibility Checker to align with WCAG and PDF/UA. Improve the intuitiveness of Table Editor and Preflight. Keep the classic location of panes and tools - I dislike new interface. Include a screen reader preview just like what is available in PAC2024 and callas PDFGoHTML.
562256858	Make Acrobat Pro keyboard accessible. Change Acrobat's user interface back to how it was a couple of years ago. Provide an option to hide or remove all AI tools and associated nagging popups from Acrobat Pro. Some people may use them, but I never will because they don't do anything I would ever want to do. axesPDF has a Unicode Mapping feature that lists all the characters and fonts in a document. This is one of the few features I use. It would be much more useful if it could show where specific fonts and characters are used in the document because we frequently want to remove them in the source document rather than just change them. Fix Commonlook PDF Validator so Acrobat doesn't crash when you close the validator.
473976351	No comment.
905019879	I'm not sure about improvements yet
351401819	easier to use more intuitive to use
770359141	Better tools for tagging tables. CommonLook is still currently the best tool for complex tables, however it is expensive and has a steep learning curve
067884201	A complete overhaul. Adobe created the PDF accessibility problem so they should make it easier to fix

761657822	Built-in screen readers on the interface that check for accessibility. Improved OCR and ability to make edits in the PDF, especially when the source document is unavailable. Improved capabilities to remediate PowerPoint presentations on the interface. Interface Tutorials should not cost additional money to the user. A more thorough introduction and starting guides for beginning remediators. This would help alleviate the burden on those with more experience. Licenses should not only be limited to one person, the cost of remediation is cost prohibitive to many organizations and agencies. Thank you for conducting this research!
640134598	More attention from vendors to coding that produces a tagged PDF export. I'd like to see more documentation around accessibility in general--right now I have to go to third party sites to get any assistance. Better checker in Acrobat would be nice.
590496375	n/a
840781191	Since I am able to understand the code, I have longed for a code view or something like that, so I could type /L /LI /LBody, vs clicking a billion times.
214557051	Automate more. Help out novices specifically with complex tasks like tables.
708719425	Easier way to artifact items - especially in scanned documents. Somehow edit how the text reads in Adobe tags (still haven't figured this out, even with the training - possibiy not possible yet? or is super advanced and I just haven't found the info on it) - sometimes Adobe will have words split or something that's all caps as all different letters, and it would be good to be able to adjust that quickly so it reads properly. This happens to me even with unicode fonts, so it's not just the characters, it's Adobe's ability to properly OCR.
753288029	I wish something as robust as PAC 2024 was built into Adobe Acrobat Pro, along with explanations of errors in plain language. I've gone down Google rabbit holes trying to interpret errors and find solutions for them. I also wish it was easier to check your work with a screen reader because I haven't had much luck trying to get NVDA to work like I want it to.
706980535	I think the process would be substantially easier and more accessible if there were just a single area we need to work with (e.g., no more tags, order, and content panel juggling - all addressed in a single "panel").
304406113	Screen reader built in rather than having to open another program.
77976164	This may not be feasible currently, but I hope it is in a few years. I would love a PDF remediation tool with a simple interface, a thorough and reliable accessibility checker, and an AI assistant that guides you through the process while asking questions about the structure of the page, etc. I work at a large organization, and we would benefit greatly from a tool that allows people to create accessible PDFs or remediate them to become accessible without requiring a lot of time or knowledge. Much of that work falls on people who are not accessibility specialists, and consistent quality control is a challenge.
646797141	I would love if Adobe offered topic-specific videos as links when you need instructions for remediating something. Usually when I click Help it takes me to an external webpage with lots of general information that I have to wade through to try to find a solution. I often give up and go to YouTube or another source. The Accessibility Guy on YouTube is helpful since he breaks things down to specific tags, etc.

138307723	For tools like Accessful, I'd love to see more transparency or optional expert mode features – so that advanced users can better understand or adjust the AI's decisions if needed. Also, more detailed error feedback or preview options before finalizing a document would help for quality assurance. In terms of UI: maybe add tooltips or short learning nudges that also raise awareness for accessibility principles while using the tool.
704372182	I like features like the one for alt text that allows you to bulk add/check alt. I wish there were something like that for link alt text. It would also be so nice to be able to create lists and tables quickly. I have used CommonLook in the past and know there are better tools out there, but my company won't get us any more tools. It may be nice to have the checker point out more things, too. Or to have it walk you through a remediation, kind of like Accessibility Insights can for the web. Overall, I want there to be a more seamless conversion to PDF, where for things like empty paragraphs aren't left on images that are in line. My true wish is that MS Word and PowerPoint did everything there so that PDF remediation isn't necessary.
750665274	The tools I use are basically friendly, the only concern I have, is that the Adobe Acrobat Pro price should be revised and be pocket friendly.
526553521	matching tag name with reading order label. they never seem to match
086746721	The other PDF tools should provide more features for automation. PDFix is far ahead. I would like to see more features for validation already in the source application like Word, InDesign or other to create well formed PDF and avoid any problems in the beginning.
099115336	I would like to have an additional free program where I can improve the structure in PDF files
921748618	Handling fonts more effectively.
467043293	Nested lists
225205197	I am a WCAG and 508 auditor+remediator. I wish there were a tool that truly advised conformance according to those standards (not PDF-UA), as well as harmonization with WCAG2ICT. I think there's still a lot of confusion about which WCAG SCs apply to docs, even among experienced auditors.
625025613	Making it easier for non professionals to do it reliably and easily. We don't do enough to need complicated solutions.
187081959	I'd like to see AI incorporated in auto tagging based in font size and formatting. Make it possible to improved text contrast in Acrobat globally without having to use Preflight's counterintuitive color mapping! It works it's just hard to find and hard to use. Put commonly used Preflight tools in the accessibility toolset. e.g. set Content key for links, embed fonts, add UA metadata, add actual text to bullets. Make it possible to copy and paste empty tag structure so if I have to manually tag a table I don't have to create every TD and TR one by one. Make it possible to artifact content in tags with only a space or line break in them automatically.
434470989	None for now

290012573	Acrobat in particular needs a clearer user interface and error messages that can be more easily used by a layperson - right now you really need specialized knowledge to be able to fix PDFs. It also needs to support STEM content like math equations. I think Acrobat could benefit from integrating AI to help provide identify, flag, and help provide alt text for complex images. Perhaps some of the repetitive tasks that we have to do in Acrobat could be automated by AI tools.
578931749	some automated tools to make remediation faster
924590429	I would like all of them to fix all problems and not just some of them. The use of more than one tool makes it more expensive and also harder to learn. I would like them all to use WCAG (as in WCAG2ICT) as the standard as that is the basis of the EN301549 and Section 508. PDF/UA is not a required standard. I would like them to get rid the "alt text problem" in annotations/links in their checks and solutions. That "alt text" that behaves like an aria-label on a link in a webpage (which is never required) can cause serious problems in WCAG when it doesn't contain all visible text of that link. It's not a solution but a possible extra problem. I know it's part of PDF/UA, but again, PDF/UA isn't a required standard.
594111123	Consistency from edition to edition of software, better tools
89549295	Acrobat: table editor - a graphical way to link headers and sub headers with data cells.
577045984	PDF remediation itself is so complex for an end user to learn and do. I wish there were tools with a simple user interface and they walked the end user step by step through the process of remediation. I wish the tools let you pick which standards to target as well- choose you own adventure and it the tool aids in making it happen. Maybe Ai will solve this for us.
053473101	Affordability. Accessible features. Less technical jargon. Clear instructions for what to do and why (similar to Microsoft Accessibility checker). More automation or guided instructions for how to complete tasks, especially complicated tasks. Alerts for potential errors and manual reviews. Having the option to check off manual reviews as accessible.
808816677	I'd like to see a tagger that is very intuitive and can handle tables and forms. I am not talking about the User interface, I am talking about the abilities of the tool.
156640777	I want it so easy that a caveman can do it.
699536547	An all in one tool for MS, PPT, PDF, etc
307984543	Easier to remediate tables. Control over how source files convert tags, simpler tag structures. More clarity on different types of artifacts. More control over reading order, Adobe rewrites it when you modify tags. Ability to add readable text to make up for design problems.
237060644	More accessibility in user interfaces. Acrobat and Equidox each have significant accessibility issues when it comes to keyboard functionality or voice recognition. Equidox's user interface also has some wild reliance on colorful overlays to identify specific tag types ("zones"), and those overlays are a contrast nightmare.

931238304	I want the WCAG standards to not be separate from PDF/UA. Baseline accessibility is not enough. I want to be able to click on the error and have the checker show me exactly where the error is, as Adobe isn't very clear on this with Preflight PDF/UA. As we all know that these checkers cannot fully check for everything, I would like more prompts, or a checklist, to look for things the check cannot do (e.g., the appropriateness of alt text).
379984645	User interface first and foremost for me, and then the PDFs.
854154277	The ability to make changes in bulk. I do a lot of PDF Form accessibility and the ability to make the same change to multiple fields at the same time would be a game changer. I feel like I spend half my day repeating the same action 1000 times.
995750292	Full tagging capability with axesPDF.
454524904	I want PDF to die and we all move to markdown or ePub. It's the only software that has extended it's life from Windows 95 and introduces many potential security concerns.

PDF's were relevant with Win 95 since it allowed users to see materials created in software that was not widely available to users. This is no longer the case and we need to move on from old technologies that are holding us back. |
57814542	- There is a need for a FREE or low-cost tool that can be used to adjust existing PDFs. There is often an unwillingness to change the file format for content that has been created in the past so recommending that content be opened in Word and resaved is often met with resistance. - Guided remediation instructions would be helpful for those without the background knowledge to understand why or how certain features are applied. - Simplifying how math content like equations or charts/graphs would be scanned and tagged would be helpful. - The accuracy of automated scanning and tagging features could be improved.
347686672	non-hidden tagging trees, menus that don't affect change in thirteen other menus
476165148	I think the user interface of PDF remediation tools is the biggest barrier for me! I understand them enough to remediate "simple" PDFs, but I'm at a loss one I encounter tables, forms, content split across pages, etc. I would love a PDF editor that has the interface of a word processor. Is that possible?
883679442	User Interface: color coding; easier tables with ability to drag around table and table components (rows, cells, etc); robust accessibility checker that jumps to problematic areas; better interface between tags and reading order (i.e. in Acrobat, changing the reading order can really mess up the tags); maybe upon first auto tagging, asking about heading levels instead of it trying to assume (and then need to be corrected)
891261939	One user interface to get the 4 different reading/tab orders correct. An ability to easily tag lists. A better way to tag tables. Alt text editing on an image-by-image basis.
472331489	Built in color contrast checker, automated checks when saving as a PDF so that more people are aware to check things.

614018265	PDFs: I want Microsoft, Adobe, Axes, etc. to make better, more compliant PDFs from the source programs. Sloppy tags in tables just should not be there! TOCs, hyperlinks, and we need to be able to create expansion text/tags when needed, directly in Word and InDesign.
415212562	identify errors