

# **Karlen Communications**

## **PDF and the User Experience Survey 2025**



Karen McCall, M.Ed.  
Copyright 2025  
ISBN:

## Table of Contents

Introduction .....	3
1. What country do you live in? .....	5
2. Does your country have legislation about the accessibility of documents .....	9
3. I've been using a computer or digital device for .....	12
4. How would you describe your computer literacy level .....	15
5. How would you describe your computer literacy level when it comes to reading PDF documents? .....	18
6. How often do you access PDF documents .....	21
7. What is your estimate of how many scanned PDF documents you read? .....	24
8. In your estimate, how many PDF documents (not scanned documents) are untagged or not accessible? .....	27
9. What is your estimate of how many tagged PDF documents you access are not tagged correctly? .....	30
10 I use the following adaptive technology on a Windows Based computer or device. ....	33
11. I use the following adaptive technology on a Mac or IOS device .....	37
12. I use the following adaptive technology on an Android/Google device .....	41
13. List the specific devices do you read PDF documents on .....	45
14. List the applications you use to read PDF documents with .....	48
15. What are your positive experiences when accessing a PDF document? .....	52
16. What are your negative experiences when reading PDF documents? .....	56
17. What would improve the accessibility of PDFs? Please be specific. ....	62

## 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](mailto: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](http://karlencommunications.com))

Thank you for taking the time to complete this survey!

Cheers, Karen

## Methodology

The total number of participants was 86.

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.

Due to the small demographic of screen reader users and the difficulty finding them to complete the survey, the [Carroll Centre for the Blind](https://carroll.org/)<sup>1</sup> was partnered with to access a large database of screen reader users.

---

<sup>1</sup> Carroll Centre for the Blind website: <https://carroll.org/>

# 1. What country do you live in?

ID	Response
136135094	United States
908509606	United States
026178587	United States
151843519	United States
010724517	United States
686707169	United States
917556552	United States
714979477	United States
933515404	United States
262532437	United States
103169257	United States
227305531	United States
955008758	United States
146169214	United States
704059713	United States
280650367	United States
287704595	United States
156180903	United States
060983465	United States
473081746	United States
509466991	United States
387275173	United States
315836334	United States
137732127	United States
970804742	United States
317585172	United States
856509099	United States
397184637	United States
140739952	United States
456876408	United States
496808455	India
317050089	United States
625312558	United States
004396528	Greece
695627821	United States
924747742	United States
646173572	United States
567517408	United States

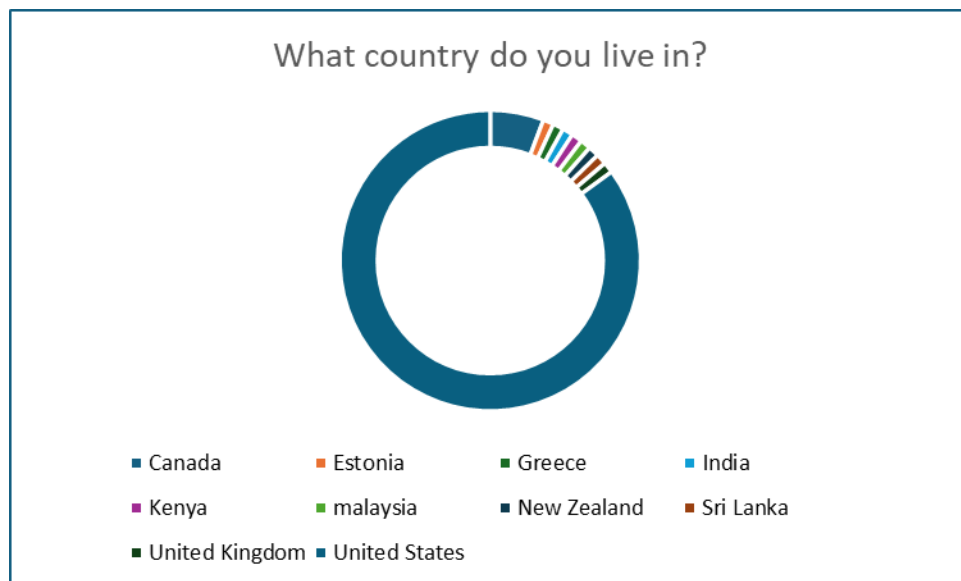
ID	Response
31574502	United States
392401905	United States
360167906	New Zealand
35220805	United States
958162467	United States
543592839	United States
450720183	United States
907883413	United Kingdom
823218492	United States
294555011	United States
499773403	Canada
280649033	United States
074340148	United States
547562881	United States
142292818	United States
578645714	United States
199866328	Canada
209498746	Canada
35094704	United States
905029633	United States
349464375	United States
329459705	United States
275792361	Malaysia
124470068	United States
73229963	United States
468250405	Canada
170744282	United States
157793129	United States
431167757	United States
312100247	Canada
186985455	United States
979835806	United States
698778696	United States
644330769	United States
916796537	Sri Lanka
696745121	Estonia
411408885	United States
437628957	United States
854617271	United States
944044535	United States

ID	Response
067136778	United States
117021918	Kenya
637083309	united states
996237065	United States
755454051	United States
668268612	United States
45999226	United States
825015446	United States

Consolidated table for countries.

Country	Responses
Canada	5
Estonia	1
Greece	1
India	1
Kenya	1
Malaysia	1
New Zealand	1
Sri Lanka	1
United Kingdom	1
United States	73

Figure 1 Chart for question 1.







## 2. Does your country have legislation about the accessibility of documents

Word processed, presentation, spreadsheets, PDF, or EPUB.

ID	Response
136135094	I don't know
908509606	No
026178587	Yes
151843519	Yes
010724517	Yes
686707169	I don't know
917556552	I don't know
714979477	Yes
933515404	I don't know
262532437	Yes
103169257	I don't know
227305531	Yes
955008758	No
146169214	No
704059713	I don't know
280650367	Yes
287704595	Yes
156180903	I don't know
060983465	I don't know
473081746	Yes
509466991	I don't know
387275173	Yes
315836334	I don't know
137732127	Yes
970804742	Yes
317585172	I don't know
856509099	Yes
397184637	Yes
140739952	I don't know
456876408	I don't know
496808455	I don't know
317050089	I don't know
625312558	Yes
004396528	Yes
695627821	I don't know

ID	Response
924747742	Yes
646173572	I don't know
567517408	Yes
31574502	Yes
392401905	I don't know
360167906	Yes
35220805	Yes
958162467	I don't know
543592839	I don't know
450720183	I don't know
907883413	I don't know
823218492	I don't know
294555011	Yes
499773403	I don't know
280649033	Yes
074340148	Yes
547562881	Yes
142292818	Yes
578645714	I don't know
199866328	Yes
209498746	Yes
35094704	I don't know
905029633	Yes
349464375	No
329459705	I don't know
275792361	Yes
124470068	Yes
73229963	Yes
468250405	Yes
170744282	Yes
157793129	I don't know
431167757	I don't know
312100247	Yes
186985455	Yes
979835806	I don't know
698778696	Yes
644330769	No
916796537	Yes
696745121	I don't know
411408885	I don't know

ID	Response
437628957	I don't know
854617271	No
944044535	No
067136778	Yes
117021918	Yes
637083309	Yes
996237065	Yes
755454051	Yes
668268612	Yes
45999226	No
825015446	No

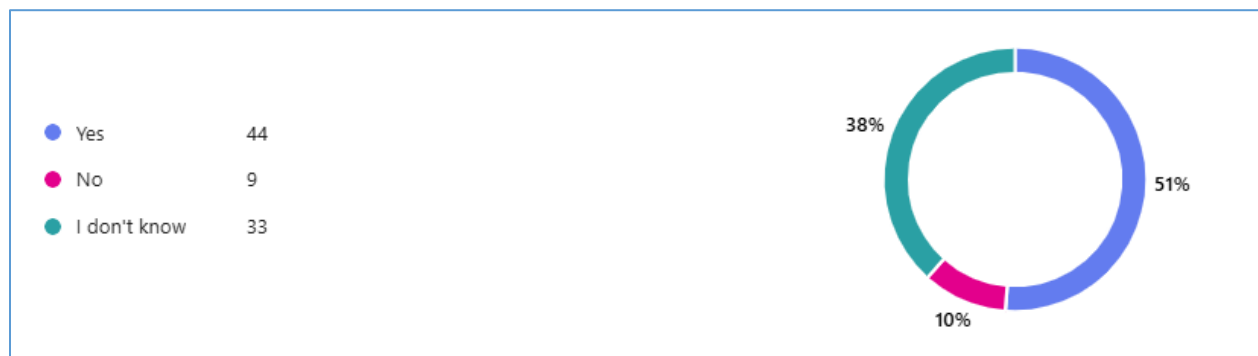
Consolidated data for question 2.

Yes = 44.

No = 9.

I don't know = 33.

Figure 2 Chart for question 2.



### 3. I've been using a computer or digital device for

ID	Response
136135094	21 to 30 years.
908509606	21 to 30 years.
026178587	1 to 10 years.
151843519	More than 30 years.
010724517	More than 30 years.
686707169	11 to 20 years.
917556552	More than 30 years.
714979477	21 to 30 years.
933515404	21 to 30 years.
262532437	21 to 30 years.
103169257	1 to 10 years.
227305531	More than 30 years.
955008758	21 to 30 years.
146169214	More than 30 years.
704059713	More than 30 years.
280650367	More than 30 years.
287704595	1 to 10 years.
156180903	11 to 20 years.
060983465	21 to 30 years.
473081746	More than 30 years.
509466991	21 to 30 years.
387275173	1 to 10 years.
315836334	More than 30 years.
137732127	More than 30 years.
970804742	1 to 10 years.
317585172	21 to 30 years.
856509099	11 to 20 years.
397184637	More than 30 years.
140739952	More than 30 years.
456876408	21 to 30 years.
496808455	1 to 10 years.
317050089	More than 30 years.
625312558	More than 30 years.
004396528	21 to 30 years.
695627821	21 to 30 years.
924747742	More than 30 years.
646173572	More than 30 years.
567517408	More than 30 years.

ID	Response
31574502	More than 30 years.
392401905	More than 30 years.
360167906	More than 30 years.
35220805	More than 30 years.
958162467	21 to 30 years.
543592839	1 to 10 years.
450720183	More than 30 years.
907883413	1 to 10 years.
823218492	More than 30 years.
294555011	More than 30 years.
499773403	21 to 30 years.
280649033	21 to 30 years.
074340148	11 to 20 years.
547562881	More than 30 years.
142292818	More than 30 years.
578645714	More than 30 years.
199866328	More than 30 years.
209498746	More than 30 years.
35094704	11 to 20 years.
905029633	11 to 20 years.
349464375	More than 30 years.
329459705	11 to 20 years.
275792361	11 to 20 years.
124470068	More than 30 years.
73229963	21 to 30 years.
468250405	21 to 30 years.
170744282	More than 30 years.
157793129	11 to 20 years.
431167757	More than 30 years.
312100247	21 to 30 years.
186985455	11 to 20 years.
979835806	21 to 30 years.
698778696	21 to 30 years.
644330769	1 to 10 years.
916796537	21 to 30 years.
696745121	11 to 20 years.
411408885	More than 30 years.
437628957	More than 30 years.
854617271	More than 30 years.
944044535	21 to 30 years.

ID	Response
067136778	More than 30 years.
117021918	11 to 20 years.
637083309	21 to 30 years.
996237065	More than 30 years.
755454051	21 to 30 years.
668268612	More than 30 years.
45999226	11 to 20 years.
825015446	11 to 20 years.

Consolidated data for question 3.

Less than a year = 0

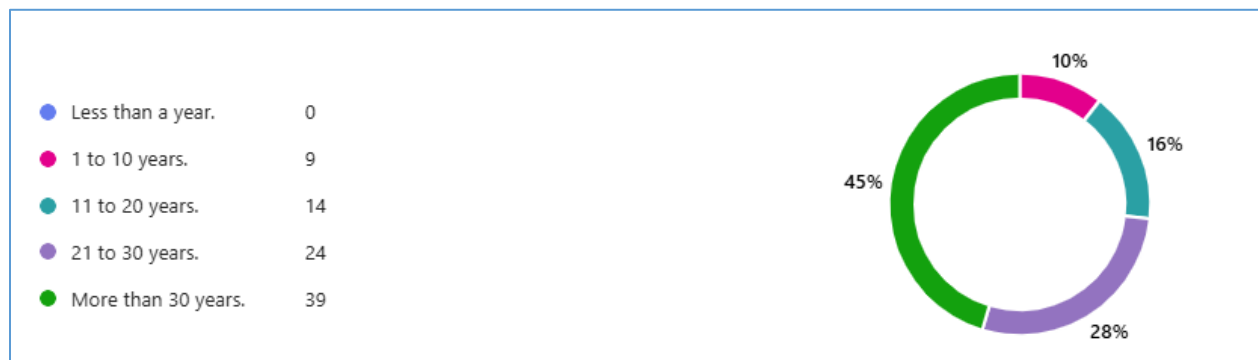
1 to 10 years = 9

11 to 20 years = 14.

21 to 30 years = 24.

More than 30 years = 39.

Figure 3 Chart for question 3.



#### 4. How would you describe your computer literacy level

ID	Response
136135094	Advanced.
908509606	Advanced.
026178587	Intermediate.
151843519	Advanced.
010724517	Advanced.
686707169	Advanced.
917556552	Advanced.
714979477	Intermediate.
933515404	Advanced.
262532437	Intermediate.
103169257	Advanced.
227305531	Advanced.
955008758	Advanced.
146169214	Advanced.
704059713	Advanced.
280650367	Intermediate.
287704595	Advanced.
156180903	Intermediate.
060983465	Intermediate.
473081746	Advanced.
509466991	Advanced.
387275173	Intermediate.
315836334	Advanced.
137732127	Advanced.
970804742	Intermediate.
317585172	Advanced.
856509099	Intermediate.
397184637	Intermediate.
140739952	Intermediate.
456876408	Intermediate.
496808455	Intermediate.
317050089	Intermediate.
625312558	Intermediate.
004396528	Advanced.
695627821	Intermediate.
924747742	Advanced.
646173572	Advanced.
567517408	Advanced.

ID	Response
31574502	Advanced.
392401905	Intermediate.
360167906	Advanced.
35220805	Advanced.
958162467	Intermediate.
543592839	Intermediate.
450720183	Intermediate.
907883413	Intermediate.
823218492	Intermediate.
294555011	Intermediate.
499773403	Intermediate.
280649033	Advanced.
074340148	Advanced.
547562881	Advanced.
142292818	Advanced.
578645714	Advanced.
199866328	Advanced.
209498746	Advanced.
35094704	Advanced.
905029633	Intermediate.
349464375	Advanced.
329459705	Advanced.
275792361	Advanced.
124470068	Advanced.
73229963	Intermediate.
468250405	Advanced.
170744282	Advanced.
157793129	Intermediate.
431167757	Intermediate.
312100247	Intermediate.
186985455	Advanced.
979835806	Advanced.
698778696	Advanced.
644330769	Intermediate.
916796537	Advanced.
696745121	Advanced.
411408885	Intermediate.
437628957	Intermediate.
854617271	Advanced.
944044535	Intermediate.



ID	Response
067136778	Advanced.
117021918	Advanced.
637083309	Advanced.
996237065	Advanced.
755454051	Intermediate.
668268612	Advanced.
45999226	Intermediate.
825015446	Intermediate.

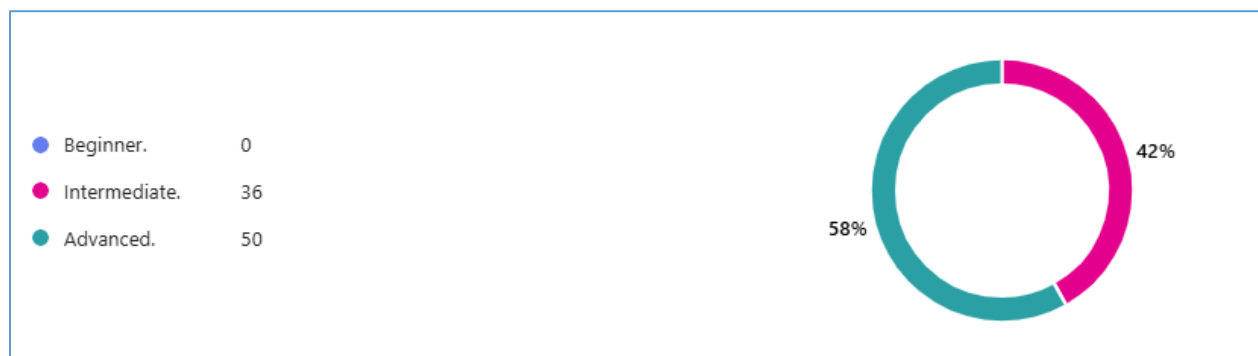
Consolidated data for question 4.

Beginner = 0.

Intermediate = 36.

Advanced = 50.

Figure 4 Chart for question 4.



## 5. How would you describe your computer literacy level when it comes to reading PDF documents?

ID	Response
136135094	Intermediate.
908509606	Intermediate.
026178587	Intermediate.
151843519	Intermediate.
010724517	Advanced.
686707169	Beginner.
917556552	Advanced.
714979477	Intermediate.
933515404	Intermediate.
262532437	Intermediate.
103169257	Advanced.
227305531	Advanced.
955008758	Intermediate.
146169214	Intermediate.
704059713	Advanced.
280650367	Intermediate.
287704595	Intermediate.
156180903	Intermediate.
060983465	Intermediate.
473081746	Advanced.
509466991	Advanced.
387275173	Intermediate.
315836334	Advanced.
137732127	Intermediate.
970804742	Intermediate.
317585172	Intermediate.
856509099	Beginner.
397184637	Intermediate.
140739952	Beginner.
456876408	Intermediate.
496808455	Beginner.
317050089	Intermediate.
625312558	Intermediate.
004396528	Intermediate.
695627821	Intermediate.
924747742	Intermediate.
646173572	Advanced.

ID	Response
567517408	Advanced.
31574502	Intermediate.
392401905	Beginner.
360167906	Advanced.
35220805	Intermediate.
958162467	Beginner.
543592839	Beginner.
450720183	Beginner.
907883413	Beginner.
823218492	Beginner.
294555011	Intermediate.
499773403	Beginner.
280649033	Advanced.
074340148	Intermediate.
547562881	Advanced.
142292818	Advanced.
578645714	Beginner.
199866328	Advanced.
209498746	Advanced.
35094704	Intermediate.
905029633	Beginner.
349464375	Advanced.
329459705	Advanced.
275792361	Intermediate.
124470068	Advanced.
73229963	Intermediate.
468250405	Intermediate.
170744282	Advanced.
157793129	Intermediate.
431167757	Beginner.
312100247	Intermediate.
186985455	Advanced.
979835806	Advanced.
698778696	Advanced.
644330769	Intermediate.
916796537	Intermediate.
696745121	Intermediate.
411408885	Intermediate.
437628957	Intermediate.
854617271	Advanced.

ID	Response
944044535	Beginner.
067136778	Intermediate.
117021918	Advanced.
637083309	Intermediate.
996237065	Advanced.
755454051	Intermediate.
668268612	Advanced.
45999226	Intermediate.
825015446	Intermediate.

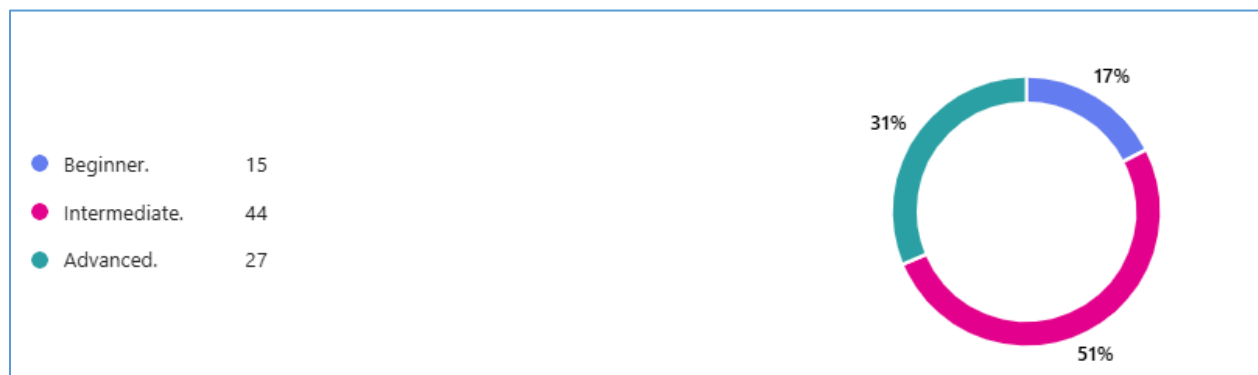
Consolidated data for question 5.

Beginner = 15.

Intermediate = 44.

Advanced = 27.

Figure 5 Chart for question 5.



## 6. How often do you access PDF documents

ID	Response
136135094	Daily
908509606	Monthly
026178587	Weekly
151843519	A few times a year.
010724517	Daily
686707169	Monthly
917556552	Daily
714979477	Daily
933515404	Weekly
262532437	Daily
103169257	Daily
227305531	Weekly
955008758	A few times a year.
146169214	Daily
704059713	Weekly
280650367	Daily
287704595	Weekly
156180903	Daily
060983465	Monthly
473081746	Daily
509466991	Weekly
387275173	Weekly
315836334	Daily
137732127	Daily
970804742	Daily
317585172	Weekly
856509099	Weekly
397184637	Daily
140739952	A few times a year.
456876408	Weekly
496808455	Monthly
317050089	Daily
625312558	Daily
004396528	Weekly
695627821	Monthly
924747742	Daily
646173572	Weekly
567517408	Daily

ID	Response
31574502	Weekly
392401905	Weekly
360167906	Weekly
35220805	Daily
958162467	Weekly
543592839	A few times a year.
450720183	Weekly
907883413	A few times a year.
823218492	Weekly
294555011	Daily
499773403	Weekly
280649033	Daily
074340148	Weekly
547562881	Daily
142292818	Monthly
578645714	Daily
199866328	Weekly
209498746	Weekly
35094704	Daily
905029633	Weekly
349464375	Daily
329459705	Weekly
275792361	Weekly
124470068	Daily
73229963	Weekly
468250405	Daily
170744282	Daily
157793129	Weekly
431167757	Monthly
312100247	Daily
186985455	Daily
979835806	Daily
698778696	Daily
644330769	Weekly
916796537	Daily
696745121	Weekly
411408885	Daily
437628957	Daily
854617271	Daily
944044535	Monthly

ID	Response
067136778	Weekly
117021918	Daily
637083309	A few times a year.
996237065	Daily
755454051	A few times a year.
668268612	Daily
45999226	Monthly
825015446	Daily

Consolidated data for question 6.

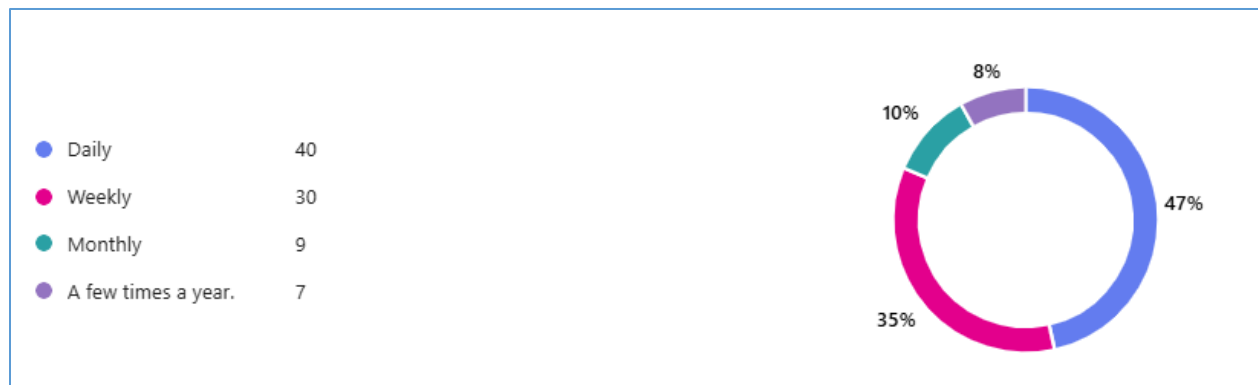
Daily = 40.

Weekly = 30.

Monthly = 9.

A few times a year. = 7.

Figure 6 Chart for question 6.



## 7. What is your estimate of how many scanned PDF documents you read?

ID	Response
136135094	21 to 30%.
908509606	31 to 40%.
026178587	41 to 50%.
151843519	I don't know.
010724517	11 to 20%.
686707169	0 to 10%.
917556552	11 to 20%.
714979477	More than 50%.
933515404	11 to 20%.
262532437	21 to 30%.
103169257	21 to 30%.
227305531	11 to 20%.
955008758	41 to 50%.
146169214	11 to 20%.
704059713	21 to 30%.
280650367	31 to 40%.
287704595	41 to 50%.
156180903	11 to 20%.
060983465	I don't know.
473081746	41 to 50%.
509466991	41 to 50%.
387275173	0 to 10%.
315836334	0 to 10%.
137732127	21 to 30%.
970804742	21 to 30%.
317585172	0 to 10%.
856509099	21 to 30%.
397184637	More than 50%.
140739952	0 to 10%.
456876408	21 to 30%.
496808455	I don't know.
317050089	More than 50%.
625312558	21 to 30%.
004396528	0 to 10%.
695627821	I don't know.
924747742	11 to 20%.
646173572	41 to 50%.



ID	Response
567517408	0 to 10%.
31574502	11 to 20%.
392401905	I don't know.
360167906	41 to 50%.
35220805	11 to 20%.
958162467	21 to 30%.
543592839	I don't know.
450720183	I don't know.
907883413	0 to 10%.
823218492	21 to 30%.
294555011	11 to 20%.
499773403	11 to 20%.
280649033	21 to 30%.
074340148	41 to 50%.
547562881	0 to 10%.
142292818	I don't know.
578645714	More than 50%.
199866328	21 to 30%.
209498746	21 to 30%.
35094704	I don't know.
905029633	I don't know.
349464375	11 to 20%.
329459705	0 to 10%.
275792361	More than 50%.
124470068	41 to 50%.
73229963	0 to 10%.
468250405	11 to 20%.
170744282	0 to 10%.
157793129	0 to 10%.
431167757	I don't know.
312100247	21 to 30%.
186985455	More than 50%.
979835806	More than 50%.
698778696	11 to 20%.
644330769	I don't know.
916796537	0 to 10%.
696745121	11 to 20%.
411408885	41 to 50%.
437628957	I don't know.
854617271	21 to 30%.

ID	Response
944044535	31 to 40%.
067136778	0 to 10%.
117021918	11 to 20%.
637083309	0 to 10%.
996237065	More than 50%.
755454051	More than 50%.
668268612	21 to 30%.
45999226	0 to 10%.
825015446	I don't know.

Consolidated data for question 7.

0 to 10% = 17.

11 to 20% = 16.

21 to 30% 17.

31 to 40% = 3.

41 to 50% = 10.

More than 50% = 9.

I don't know = 14.

Figure 7 Chart for question 7.



## 8. In your estimate, how many PDF documents (not scanned documents) are untagged or not accessible?

ID	Response
136135094	I don't know.
908509606	41 to 50%.
026178587	11 to 20%.
151843519	0 to 10%.
010724517	More than 50%.
686707169	0 to 10%.
917556552	I don't know.
714979477	41 to 50%.
933515404	More than 50%.
262532437	41 to 50%.
103169257	0 to 10%.
227305531	41 to 50%.
955008758	I don't know.
146169214	31 to 40%.
704059713	21 to 30%.
280650367	More than 50%.
287704595	11 to 20%.
156180903	More than 50%.
060983465	11 to 20%.
473081746	41 to 50%.
509466991	31 to 40%.
387275173	0 to 10%.
315836334	I don't know.
137732127	More than 50%.
970804742	More than 50%.
317585172	11 to 20%.
856509099	41 to 50%.
397184637	I don't know.
140739952	41 to 50%.
456876408	41 to 50%.
496808455	31 to 40%.
317050089	More than 50%.
625312558	31 to 40%.
004396528	11 to 20%.
695627821	I don't know.
924747742	11 to 20%.
646173572	41 to 50%.

ID	Response
567517408	More than 50%.
31574502	More than 50%.
392401905	I don't know.
360167906	11 to 20%.
35220805	21 to 30%.
958162467	I don't know.
543592839	More than 50%.
450720183	More than 50%.
907883413	I don't know.
823218492	More than 50%.
294555011	41 to 50%.
499773403	0 to 10%.
280649033	More than 50%.
074340148	More than 50%.
547562881	More than 50%.
142292818	0 to 10%.
578645714	More than 50%.
199866328	More than 50%.
209498746	More than 50%.
35094704	More than 50%.
905029633	More than 50%.
349464375	I don't know.
329459705	41 to 50%.
275792361	21 to 30%.
124470068	More than 50%.
73229963	0 to 10%.
468250405	More than 50%.
170744282	More than 50%.
157793129	11 to 20%.
431167757	I don't know.
312100247	More than 50%.
186985455	More than 50%.
979835806	More than 50%.
698778696	31 to 40%.
644330769	More than 50%.
916796537	0 to 10%.
696745121	0 to 10%.
411408885	More than 50%.
437628957	11 to 20%.
854617271	41 to 50%.

ID	Response
944044535	I don't know.
067136778	0 to 10%.
117021918	More than 50%.
637083309	More than 50%.
996237065	I don't know.
755454051	More than 50%.
668268612	More than 50%.
45999226	More than 50%.
825015446	More than 50%.

Consolidated data for question 8.

0 to 10% = 10.

11 to 20% = 9.

21 to 30% = 3.

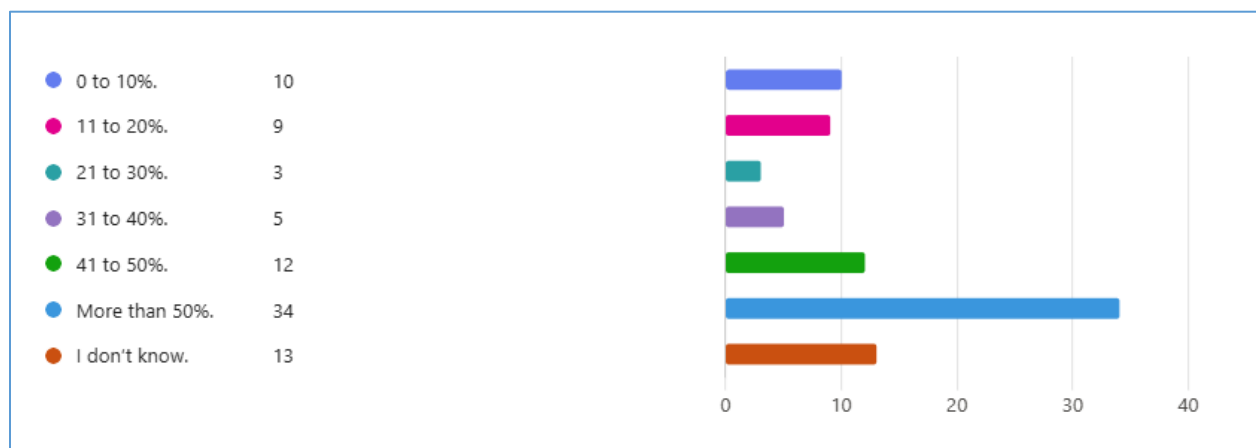
31 to 40% 5.

41 to 50% 12.

More than 50% = 34.

I don't know = 13.

Figure 8 Chart for quesiton 8.



## 9. What is your estimate of how many tagged PDF documents you access are not tagged correctly

(You cannot read the contents of them logically or find content easily).

ID	Response
136135094	I don't know.
908509606	41 to 50%.
026178587	11 to 20%.
151843519	More than 50%.
010724517	More than 50%.
686707169	0 to 10%
917556552	0 to 10%
714979477	11 to 20%.
933515404	More than 50%.
262532437	More than 50%.
103169257	I don't know.
227305531	More than 50%.
955008758	I don't know.
146169214	41 to 50%.
704059713	21 to 30%.
280650367	41 to 50%.
287704595	21 to 30%.
156180903	More than 50%.
060983465	11 to 20%.
473081746	21 to 30%.
509466991	More than 50%.
387275173	11 to 20%.
315836334	I don't know.
137732127	11 to 20%.
970804742	11 to 20%.
317585172	21 to 30%.
856509099	11 to 20%.
397184637	31 to 40%.
140739952	I don't know.
456876408	41 to 50%.
496808455	21 to 30%.
317050089	31 to 40%.
625312558	11 to 20%.
004396528	21 to 30%.
695627821	I don't know.

<b>924747742</b>	0 to 10%
<b>646173572</b>	21 to 30%.
<b>567517408</b>	More than 50%.
<b>31574502</b>	More than 50%.
<b>392401905</b>	11 to 20%.
<b>360167906</b>	0 to 10%
<b>35220805</b>	41 to 50%.
<b>958162467</b>	41 to 50%.
<b>543592839</b>	More than 50%.
<b>450720183</b>	More than 50%.
<b>907883413</b>	I don't know.
<b>823218492</b>	More than 50%.
<b>294555011</b>	11 to 20%.
<b>499773403</b>	0 to 10%
<b>280649033</b>	21 to 30%.
<b>074340148</b>	31 to 40%.
<b>547562881</b>	More than 50%.
<b>142292818</b>	0 to 10%
<b>578645714</b>	21 to 30%.
<b>199866328</b>	More than 50%.
<b>209498746</b>	More than 50%.
<b>35094704</b>	More than 50%.
<b>905029633</b>	0 to 10%
<b>349464375</b>	0 to 10%
<b>329459705</b>	41 to 50%.
<b>275792361</b>	21 to 30%.
<b>124470068</b>	41 to 50%.
<b>73229963</b>	21 to 30%.
<b>468250405</b>	41 to 50%.
<b>170744282</b>	0 to 10%
<b>157793129</b>	0 to 10%
<b>431167757</b>	I don't know.
<b>312100247</b>	More than 50%.
<b>186985455</b>	More than 50%.
<b>979835806</b>	More than 50%.
<b>698778696</b>	41 to 50%.
<b>644330769</b>	More than 50%.
<b>916796537</b>	21 to 30%.
<b>696745121</b>	0 to 10%
<b>411408885</b>	I don't know.
<b>437628957</b>	21 to 30%.

<b>854617271</b>	More than 50%.
<b>944044535</b>	0 to 10%
<b>067136778</b>	0 to 10%
<b>117021918</b>	More than 50%.
<b>637083309</b>	More than 50%.
<b>996237065</b>	I don't know.
<b>755454051</b>	31 to 40%.
<b>668268612</b>	More than 50%.
<b>45999226</b>	More than 50%.
<b>825015446</b>	More than 50%.

Consolidated data for question 9.

0 to 10%

11 to 20%.

21 to 30%.

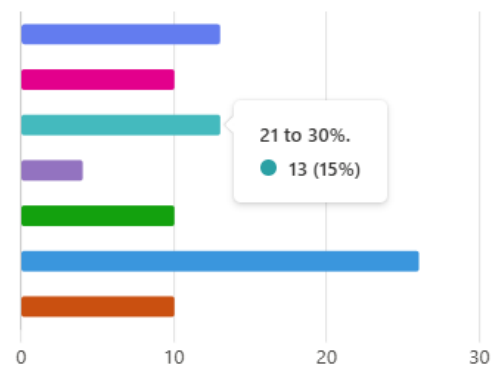
31 to 40%.

41 to 50%.

More than 50%.

I don't know.

● 0 to 10%	13
● 11 to 20%.	10
● 21 to 30%.	13
● 31 to 40%.	4
● 41 to 50%.	10
● More than 50%.	26
● I don't know.	10





## 10 I use the following adaptive technology on a Windows Based computer or device.

ID	Response
136135094	Screen Magnification.;
908509606	Screen Reader.;
026178587	Screen Reader.;
151843519	Screen Reader.;
010724517	Screen Reader.;Text-to-Speech;
686707169	Screen Magnification.;
917556552	I don't use adaptive technology.;
714979477	Screen Reader.;
933515404	Screen Reader.;
262532437	Voice Recognition.;Text-to-Speech;Screen Reader.;
103169257	Screen Magnification.;
227305531	Screen Magnification with Screen Reader.;
955008758	Text-to-Speech;Screen Reader.;
146169214	Screen Reader.;Text-to-Speech;
704059713	Text-to-Speech;
280650367	Screen Reader.;Text-to-Speech;
287704595	Screen Reader.;
156180903	Screen Magnification.;Screen Reader.;Screen Magnification with Screen Reader.;Screen Magnification with Screen Reading.;
060983465	Screen Reader.;
473081746	Screen Reader.;Screen Magnification with Screen Reader.;Screen Magnification.;Voice Recognition.;
509466991	I don't use adaptive technology.;
387275173	Screen Reader.;
315836334	Text-to-Speech;Screen Magnification.;
137732127	I don't use adaptive technology.;
970804742	Screen Reader.;Screen Magnification with Screen Reading.;
317585172	Screen Reader.;
856509099	Screen Reader.;Text-to-Speech;
397184637	Screen Reader.;Text-to-Speech;Screen Magnification.;Screen Magnification with Screen Reader.;Screen Magnification with Screen Reading.;
140739952	Screen Reader.;Text-to-Speech;
456876408	Screen Reader.;
496808455	Screen Reader.;
317050089	Screen Reader.;Text-to-Speech;
625312558	Screen Reader.;
004396528	Screen Reader.;Text-to-Speech;
695627821	I don't use adaptive technology.;

ID	Response
924747742	Screen Reader.;Text-to-Speech;Screen Magnification with Screen Reader.;
646173572	Screen Reader.;Text-to-Speech;
567517408	Screen Reader.;
31574502	Screen Reader.;
392401905	Screen Reader.;
360167906	Screen Reader.;Text-to-Speech;
35220805	Screen Reader.;
958162467	Screen Reader.;Text-to-Speech;Screen Magnification.;
543592839	Screen Reader.;
450720183	Screen Magnification.;Screen Magnification with Screen Reading.;
907883413	Screen Magnification.;Screen Magnification with Screen Reading.;Screen Magnification with Screen Reader.;
823218492	I don't use adaptive technology.;
294555011	Screen Reader.;
499773403	Screen Reader.;
280649033	Screen Reader.;Text-to-Speech;
074340148	Screen Reader.;Text-to-Speech;
547562881	I don't use adaptive technology.;
142292818	Screen Reader.;Text-to-Speech;
578645714	I don't use adaptive technology.;
199866328	Screen Reader.;
209498746	Screen Reader.;
35094704	Text-to-Speech;
905029633	Screen Reader.;Screen Magnification with Screen Reader.;
349464375	I don't use adaptive technology.;
329459705	Screen Reader.;
275792361	Screen Reader.;Screen Magnification.;Screen Magnification with Screen Reader.;
124470068	Screen Reader.;
73229963	Screen Reader.;Voice Recognition.;
468250405	Screen Reader.;Text-to-Speech;Voice Recognition.;
170744282	Screen Reader.;
157793129	Screen Reader.;
431167757	Screen Reader.;
312100247	Screen Reader.;
186985455	Screen Magnification.;Text-to-Speech;
979835806	Screen Magnification.;
698778696	I don't use adaptive technology.;
644330769	Screen Reader.;
916796537	Screen Reader.;Text-to-Speech;
696745121	Screen Reader.;
411408885	Text-to-Speech;Screen Magnification.;

ID	Response
437628957	Screen Reader.;Text-to-Speech;
854617271	Screen Reader.;
944044535	Screen Magnification with Screen Reader.;
067136778	Screen Reader.;Text-to-Speech;
117021918	Screen Magnification.;
637083309	Screen Reader.;Text-to-Speech;
996237065	Screen Reader.;Text-to-Speech;Voice Recognition.;
755454051	Screen Reader.;Text-to-Speech;
668268612	I don't use adaptive technology.;
45999226	Screen Reader.;Text-to-Speech;
825015446	I don't use adaptive technology.;

Consolidated data for question 1

Screen Reader.

Text-to-Speech

Screen Magnification.

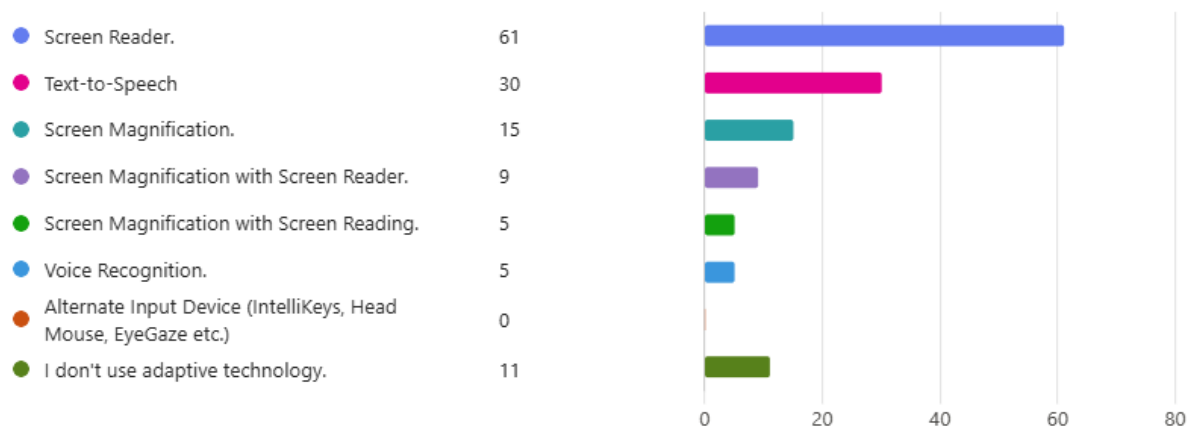
Screen Magnification with Screen Reader.

Screen Magnification with Screen Reading.

Voice Recognition.

Alternate Input Device (IntelliKeys, Head Mouse, EyeGaze etc.)

I don't use adaptive technology.





## 11. I use the following adaptive technology on a Mac or IOS device

ID	Response
136135094	I don't use adaptive technology on a Mac/IOS device.;
908509606	I don't use adaptive technology on a Mac/IOS device.;
026178587	Screen reader.;Voice recognition.;
151843519	Screen reader.;
010724517	Screen reader.;Text-to-Speech tool.;
686707169	Screen magnification.;
917556552	Screen reader.;Text-to-Speech tool.;Screen magnification.;Voice recognition.;
714979477	I don't use adaptive technology on a Mac/IOS device.;
933515404	Screen reader.;
262532437	I don't use a Mac or iOS device. ;
103169257	Screen magnification.;
227305531	Screen reader.;Voice recognition.;
955008758	Screen reader.;Text-to-Speech tool.;Voice recognition.;
146169214	Screen reader.;Text-to-Speech tool.;Voice recognition.;
704059713	Screen reader.;
280650367	Screen reader.;
287704595	Screen reader.;
156180903	Screen reader.;Text-to-Speech tool.;Voice recognition.;Screen magnification.;Screen magnification with screen reading.;Screen magnification with Text-to-Speech tools.;Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).;
060983465	I don't use adaptive technology on a Mac/IOS device.;I don't use a Mac or iOS device. ;
473081746	Screen reader.;Screen magnification with screen reading.;
509466991	I don't use adaptive technology on a Mac/IOS device.;
387275173	Voice recognition.;
315836334	Voice recognition.;Screen magnification.;Text-to-Speech tool.;
137732127	Text-to-Speech tool.;
970804742	Screen reader.;Text-to-Speech tool.;
317585172	I don't use a Mac or iOS device. ;
856509099	I don't use adaptive technology on a Mac/IOS device.;
397184637	Screen reader.;Text-to-Speech tool.;Screen magnification.;Screen magnification with screen reading.;Screen magnification with Text-to-Speech tools.;
140739952	Voice recognition.;Screen reader.;Text-to-Speech tool.;Screen magnification.;Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).;
456876408	Screen reader.;
496808455	I don't use a Mac or iOS device. ;

ID	Response
317050089	Screen reader.;Text-to-Speech tool.;
625312558	I don't use adaptive technology on a Mac/iOS device.;I don't use a Mac or iOS device. ;Screen reader.;
004396528	Text-to-Speech tool.;
695627821	Text-to-Speech tool.;Screen magnification.;Screen magnification with Text-to-Speech tools.;Screen magnification with screen reading.;
924747742	Screen reader.;Text-to-Speech tool.;Voice recognition.;
646173572	Screen reader.;Text-to-Speech tool.;
567517408	Screen reader.;
31574502	I don't use a Mac or iOS device. ;
392401905	Screen reader.;
360167906	I don't use a Mac or iOS device. ;I don't use adaptive technology on a Mac/iOS device.;
35220805	Screen reader.;Text-to-Speech tool.;
958162467	I don't use a Mac or iOS device. ;
543592839	Screen reader.;
450720183	Screen magnification.;Screen magnification with screen reading.;
907883413	Screen magnification.;Screen magnification with screen reading.;
823218492	Voice recognition.;Screen magnification.;Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).;
294555011	Screen reader.;Voice recognition.;
499773403	Screen reader.;
280649033	Screen reader.;
074340148	Screen reader.;Text-to-Speech tool.;Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).;
547562881	I don't use a Mac or iOS device. ;
142292818	Screen reader.;Text-to-Speech tool.;Voice recognition.;
578645714	I don't use a Mac or iOS device. ;
199866328	Screen reader.;
209498746	Screen reader.;
35094704	Text-to-Speech tool.;
905029633	Screen reader.;Voice recognition.;Screen magnification.;
349464375	I don't use a Mac or iOS device. ;
329459705	Screen reader.;
275792361	Screen reader.;
124470068	Screen reader.;
73229963	Screen reader.;Voice recognition.;
468250405	I don't use adaptive technology on a Mac/iOS device.;
170744282	Screen reader.;
157793129	Screen reader.;
431167757	I don't use adaptive technology on a Mac/iOS device.;I don't use a Mac or iOS device. ;

ID	Response
<b>312100247</b>	I don't use a Mac or iOS device. ;
<b>186985455</b>	I don't use adaptive technology on a Mac/iOS device.;
<b>979835806</b>	I don't use a Mac or iOS device. ;
<b>698778696</b>	I don't use adaptive technology on a Mac/iOS device.;
<b>644330769</b>	Screen reader.;Voice recognition.;Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).;
<b>916796537</b>	I don't use adaptive technology on a Mac/iOS device.;
<b>696745121</b>	Screen reader.;
<b>411408885</b>	Text-to-Speech tool.;Screen magnification.;
<b>437628957</b>	I don't use a Mac or iOS device. ;
<b>854617271</b>	Screen reader.;Voice recognition.;
<b>944044535</b>	Screen reader.;
<b>067136778</b>	I don't use a Mac or iOS device. ;
<b>117021918</b>	Screen magnification.;
<b>637083309</b>	Screen reader.;Text-to-Speech tool.;Voice recognition.;
<b>996237065</b>	Screen reader.;Text-to-Speech tool.;Voice recognition.;
<b>755454051</b>	Screen reader.;Text-to-Speech tool.;Voice recognition.;
<b>668268612</b>	I don't use adaptive technology on a Mac/iOS device.;
<b>45999226</b>	I don't use a Mac or iOS device. ;
<b>825015446</b>	Screen reader.;Text-to-Speech tool.;Voice recognition.;Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).;

Consolidated data for question 11.

Screen reader.

Text-to-Speech tool.

Voice recognition.

Screen magnification.

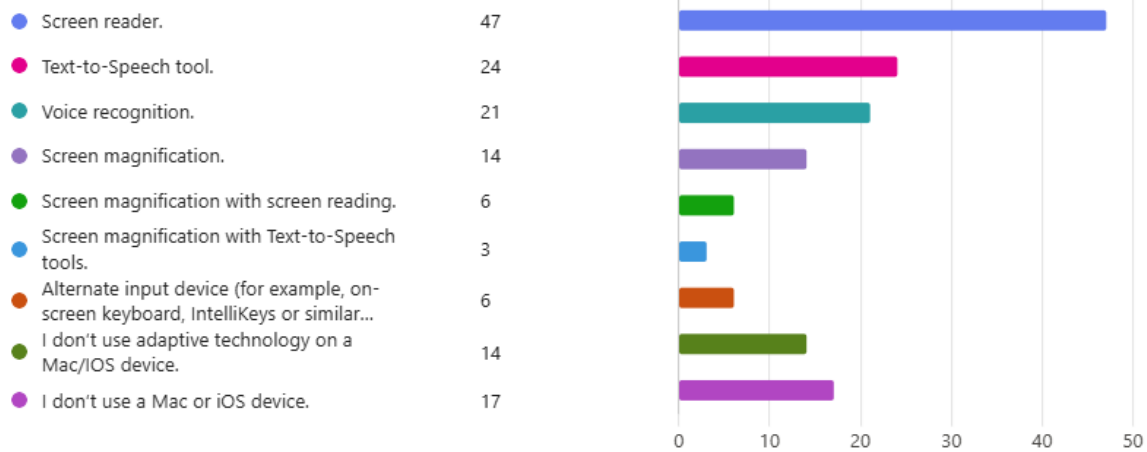
Screen magnification with screen reading.

Screen magnification with Text-to-Speech tools.

Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).

I don't use adaptive technology on a Mac/iOS device.

I don't use a Mac or iOS device.





## 12. I use the following adaptive technology on an Android/Google device

ID	Response
136135094	I don't use adaptive technology on an Android device.;
908509606	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
026178587	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
151843519	I don't use an Android/Google device. ;
010724517	I don't use adaptive technology on an Android device.;
686707169	Screen magnification.;
917556552	I don't use an Android/Google device. ;
714979477	I don't use an Android/Google device. ;
933515404	I don't use adaptive technology on an Android device.;
262532437	Text-to-Speech tool.;Voice recognition.;Screen magnification.;
103169257	Screen magnification.;
227305531	Screen reader.;I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
955008758	I don't use adaptive technology on an Android device.;
146169214	I don't use an Android/Google device. ;
704059713	Screen reader.;
280650367	I don't use an Android/Google device. ;
287704595	I don't use an Android/Google device. ;
156180903	I don't use an Android/Google device. ;
060983465	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
473081746	Screen reader.;Voice recognition.;Screen magnification.;Screen magnification with screen reading.;Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).;
509466991	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
387275173	Screen reader.;
315836334	I don't use an Android/Google device. ;
137732127	I don't use an Android/Google device. ;
970804742	I don't use an Android/Google device. ;
317585172	Screen reader.;Voice recognition.;
856509099	Screen reader.;Text-to-Speech tool.;
397184637	Screen reader.;Text-to-Speech tool.;Screen magnification.;Screen magnification with screen reading.;Screen magnification with Text-to-Speech tools.;
140739952	Text-to-Speech tool.;I don't use an Android/Google device. ;
456876408	I don't use adaptive technology on an Android device.;
496808455	Screen reader.;

ID	Response
317050089	Text-to-Speech tool.;
625312558	I don't use an Android/Google device. ;
004396528	I don't use an Android/Google device. ;
695627821	I don't use an Android/Google device. ;
924747742	I don't use adaptive technology on an Android device.;
646173572	I don't use an Android/Google device. ;
567517408	I don't use an Android/Google device. ;
31574502	Screen reader.;
392401905	I don't use an Android/Google device. ;
360167906	Screen reader.;Text-to-Speech tool.;
35220805	Screen reader.;
958162467	Text-to-Speech tool.;Screen reader.;Screen magnification.;Screen magnification with Text-to-Speech tools.;
543592839	Screen reader.;I don't use an Android/Google device. ;
450720183	I don't use an Android/Google device. ;
907883413	Screen magnification.;Screen magnification with screen reading.;
823218492	I don't use an Android/Google device. ;
294555011	I don't use adaptive technology on an Android device.;
499773403	I don't use an Android/Google device. ;
280649033	I don't use an Android/Google device. ;
074340148	Screen reader.;Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).;
547562881	I don't use an Android/Google device. ;
142292818	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
578645714	I don't use an Android/Google device. ;
199866328	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
209498746	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
35094704	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
905029633	I don't use an Android/Google device. ;
349464375	I don't use an Android/Google device. ;
329459705	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
275792361	I don't use an Android/Google device. ;
124470068	I don't use an Android/Google device. ;
73229963	Screen reader.;Voice recognition.;
468250405	I don't use adaptive technology on an Android device.;
170744282	Screen reader.;
157793129	I don't use an Android/Google device. ;

ID	Response
431167757	I don't use adaptive technology on an Android device.;I don't use an Android/Google device. ;
312100247	Screen magnification.;
186985455	I don't use adaptive technology on an Android device.;
979835806	Text-to-Speech tool.;Screen magnification.;
698778696	I don't use adaptive technology on an Android device.;
644330769	I don't use adaptive technology on an Android device.;
916796537	Screen reader.;Text-to-Speech tool.;
696745121	I don't use an Android/Google device. ;
411408885	I don't use an Android/Google device. ;
437628957	Screen reader.;Text-to-Speech tool.;Voice recognition.;
854617271	Screen reader.;Voice recognition.;
944044535	I don't use an Android/Google device. ;
067136778	Screen reader.;Text-to-Speech tool.;Voice recognition.;
117021918	Screen magnification.;
637083309	I don't use an Android/Google device. ;
996237065	Screen reader.;Text-to-Speech tool.;Voice recognition.;
755454051	I don't use adaptive technology on an Android device.;
668268612	I don't use adaptive technology on an Android device.;
45999226	I don't use an Android/Google device. ;
825015446	I don't use an Android/Google device. ;

Consolidated dat for question 12.

Screen reader.

Text-to-Speech tool.

Voice recognition.

Screen magnification.

Screen magnification with screen reading.

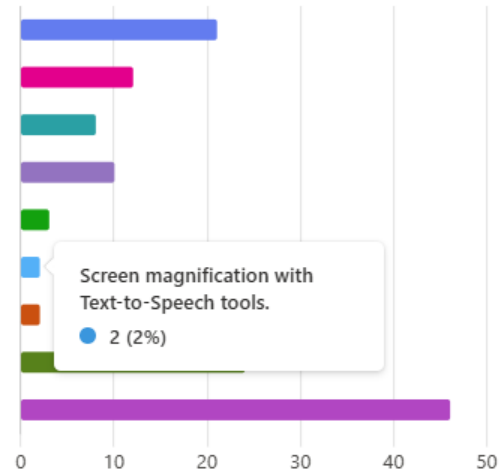
Screen magnification with Text-to-Speech tools.

Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device).

I don't use adaptive technology on an Android device.

I don't use an Android/Google device.

Screen reader.	21
Text-to-Speech tool.	12
Voice recognition.	8
Screen magnification.	10
Screen magnification with Text-to-Speech tools.	3
Screen magnification with Text-to-Speech tools.	2
Alternate input device (for example, on-screen keyboard, IntelliKeys or similar...	2
I don't use adaptive technology on an Android device.	24
I don't use an Android/Google device.	46



### 13. List the specific devices do you read PDF documents on

ID	Response
136135094	Windows OS laptop, iPhone
908509606	My PC computer
026178587	Laptop and i phone
151843519	Mac book laptop
010724517	Windows 11 Lenovo mostly. Also iPhone 15.
686707169	iMac 24 inch,12 inch MacBook
917556552	MacOS (Mac Mini with 43" monitor) iPhone 14Pro Max iPad Air 2024 model
714979477	Windows 11 laptop and windows 7 laptop
933515404	windows computer, iphone
262532437	Windows 11 desktop, very occasionally on my phone (Google Pixel 6)
103169257	iPad, Google Pixel phone, Lenovo Computer (Windows)
227305531	Windows computer, iPhone
955008758	Lenovo PC with Windows 10 and iOS on iPhone 15
146169214	Primarily MAC Mini, iPhone and iPad
704059713	Lap Top PC Computer
280650367	My Braille Sense notetaker does the best job of all of my technology at opening and reading PDF files. My PC desktop and laptops are much less reliable at reading PDF files.
287704595	Macbook Air, iPad
156180903	iPad, iPhone, MacBook, iMac
060983465	I use them on my laptop.
473081746	Computer with windows, Mac computer, iPhone, iPad
509466991	iPhone 11 pro, windows laptop
387275173	I read them on my phone and my laptop.
315836334	MacBook, iPhone, desktop PC running Windows 10
137732127	Desktop
970804742	iPhone MacBook Pro
317585172	Windows PCs, Android Phones
856509099	Windows PC, and Apple iPhone
397184637	MAC, iPhone
140739952	windows laptop
456876408	I use a laptop computer and iPhone.
496808455	Laptop, mobile device.
317050089	Braillesense 6, iPhone
625312558	computer iphone

ID	Response
004396528	Usually via a braille display and a screenreader, but sometimes by the sole use of speech through the screenreader for reasons of speed.
695627821	Phone
924747742	desktop and labtop computers with jaws for windows and ipad and iphone using voice over
646173572	Windows PC with JAWS
567517408	Windows computer, iPhone, and Linux computer.
31574502	Pixel 8 Phone, Samsung Tablet, Vaio Laptop
392401905	PC
360167906	My laptop mainly.
35220805	PC with Windows 11; iPhone 13 Mini; Braille Sense 6.
958162467	PC Dell Laptop with Google Speech or other Zoom text readers
543592839	iPad
450720183	I use my iPhone, Mac, ipad and PC laptop to read PDF documents.
907883413	tablet
823218492	Ipad 9th generation,most up to date IOS
294555011	Pc, iPhone
499773403	laptop, iPhone
280649033	Windows 11 PC. iPhone 15 Pro. iPad Air.
074340148	iPhone with braille display and PC with braille display Android if necessary on my Pixel 7.
547562881	Phone; Apple laptop
142292818	laptop, iphone
578645714	laptop, desktop=Windows based DELL or HP Iphone
199866328	Laptop
209498746	Laptop
35094704	iPhone Call my Windows 11
905029633	Hp laptop, iphone, iPad
349464375	PC, iPhone 14, iPad
329459705	Windows Computer, iPhone 16 Pro
275792361	Laptop, iPhone
124470068	Windows Computer, Mac Computer, iPhone, iPad
73229963	Windows 11 PC, iPhone, iPad
468250405	my laptop and Apple mobile phone
170744282	iPhone, iPad
157793129	windows 10 laptop, iPhone, iPad, and braille sense notetaker
431167757	Currently: Windows 10 laptop. I may have encountered a PDF at some point in the past on my iPhone, but I don't have memory of that.
312100247	Laptop
186985455	Windows PC, Apple iPhone 11 Pro Max (iOS 18.2)

<b>ID</b>	<b>Response</b>
<b>979835806</b>	Lenovo Gaming Laptop Google Pixel Cell Phone Samsung Galaxy Tablet Roku smart tv
<b>698778696</b>	Windows PC, iPad, iPhone
<b>644330769</b>	iPhone, Windows laptop, and iPad occasionally
<b>916796537</b>	Laptops and smart phone
<b>696745121</b>	iPhone and MacBook
<b>411408885</b>	Windows laptop, iPhone, iPad, CCTB
<b>437628957</b>	Google Pixel 8 Pro, Windows 10 computer desktop.
<b>854617271</b>	iPhone 12Pro with VoiceOver, Windows 11 with Jaws2024/2025
<b>944044535</b>	Asus Zen Book laptop, iPhone 14 Pro
<b>067136778</b>	My Windows PC and my Braille Sense tabblets
<b>117021918</b>	Laptop and smart phone
<b>637083309</b>	Mac mini, windows laptop (win11)
<b>996237065</b>	mobile and laptop
<b>755454051</b>	iPhone
<b>668268612</b>	My MacBook Pro, Google Pixel 9 ProXL, and my Windows 10 Workstation
<b>45999226</b>	Windows computer
<b>825015446</b>	iPad/iPhone

## 14. List the applications you use to read PDF documents with

(For example, Edge Browser, Adobe Reader, Voice Dream Reader)

ID	Response
136135094	Adobe reader, OCR technology for text to speech
908509606	Adobe Reader
026178587	Edge and chrome browser
151843519	edge, Safari
010724517	Chrome browser and Adobe Reader
686707169	Adobe, web browser pdf reader
917556552	Adobe Acrobat NaturalReader TTS Spoken Content feature on MacOS and iOS Kurzweil 3000 reader
714979477	MEdge, Jaws, Openbook and Kurzweil, use virtual scanning when the PDF only contains an image; often taken by iPhone
933515404	iphone quick pdf viewer, Acrobat Reader, Jaws assisted pdf reading tools
262532437	Most often: Acrobat Pro, Occasionally: Edge Browser (in Windows 11), Rarely: Chrome, Very rarely: Sumatra Reader, For work/testing purposes: Kurzweil 3000, Natural reader, Speechify
103169257	Adobe Reader
227305531	Edge browser, Adobe reader, Voiceover on iPhone
955008758	Adobe reader, edge, chrome, Thunderbird Firefox
146169214	Multiple
704059713	Adobe reader, Google Chrome, Microsoft Edge
280650367	Adobe Qread
287704595	Adobe Reader, Mac Preview
156180903	Apple iOS preview; voicedream reader
060983465	Adobe Reader
473081746	Adobe pro
509466991	Adobe reader, Firefox browser, chrome browser, safari browser
387275173	I use Microsoft Edge.
315836334	Google Chrome, Firefox, macOS Preview, VoiceDream
137732127	Preview
970804742	Voice Dream Reader Preview DocuScan
317585172	Foxit Reader, Adobe Reader, Drive PDF viewer
856509099	Edge, Google Chrome and Adobe Reader.
397184637	Adobe Reader
140739952	itry with googlechrome, readaloudextension
456876408	Adobe



ID	Response
496808455	On a laptop, I use Adobe Acrobat Reader most of the time. Sometimes I also use Microsoft Edge or Google Chrome when Adobe Acrobat Reader is not working well for me. On a mobile device, I use many applications as per the different types of PDF and as per the preference of which application I want to use at that particular time with reference to the situation I am facing. I use the normal Google Drive. I also use InVision AI, an application called TechFreedom. And I think that's it.
317050089	Word processor on braille tablet, mail on iPhone, email on braille tablet, notes on iPhone, notepad on braille tablets, Safari and chrome on iPhone
625312558	adobe
004396528	Adobe acrobat reader.
695627821	Some type of screen reader
924747742	google chrome and safari
646173572	Adobe Acrobat reader Edge browser
567517408	Adobe, Firefox, and whatever the default app that opens it on the iPhone. Also Pandoc to convert into a better format like single-page text-only HTML.
31574502	Chrome Browser, Adobe REader, Envision AI app, TalkBack
392401905	Adobe reader
360167906	Adobe reader
35220805	Google Chrome; Voiceover; Keysoft; not sure what else.
958162467	Adobe Reader and sometimes Zoom Text
543592839	Safari
450720183	I use Preview, Adobe Reader, Adobe Acrobat, iBooks, and Voice Dream Reader
907883413	edge browser
823218492	None, too expensive
294555011	Adobe with the PC, voiceover with the iPhone, Microsoft Edge (often with poor results)
499773403	Adobe, PDF file
280649033	Adobe Reader
074340148	Safari on iOS and also whatever opens them in the Mail app. Windows is is Adobe Acrobat. Sometimes I use Convenience OCR with JAWS if people are too lazy to create a PDF with text.
547562881	Preview and adobe reader and in browser tools
142292818	Adobe,SCREEN READER VOICEOVER, jaws
578645714	Adobe, Edge
199866328	Adobe reader, Edge browser
209498746	Adobe reader, Edge browser
35094704	Chrome, Safari, Adobe reader
905029633	Adobe, google chrome pdf viewer, ios automatic pdf viewer
349464375	Adobe Reader
329459705	Adobe Acrobat Reader, Voiceover

ID	Response
275792361	Thorium, Google Chrome, Adobe Reader
124470068	Adobe Acrobat, QRead
73229963	Chrome browser, MS Word
468250405	Ms Edge, Fire Fox, JAWS, NVDA, Narrator
170744282	VoiceOver, Adobe Acrobat
157793129	Adobe voicedream
431167757	Adobe and Chrome
312100247	Adobe Acrobat Reader
186985455	Adobe Pro, Adobe Reader (web-based), Google Chrome, Microsoft Edge
979835806	Adobe Acrobat Google Chrome
698778696	Chrome, Adobe Reader, Adobe Pro
644330769	Word and Google Chrome
916796537	Sarthi, instar reader, n vision ai
696745121	Preview, apple books
411408885	Adobe, Edge, Google, Chrome
437628957	Adobe Acrobat, Google Chrome
854617271	Chrome, Voice Dream Reader, Adobe Acrobat, Safari, Jaws with scan to Word.
944044535	Adobe Reader, web browser
067136778	Edge browser and the Braille Sense's notepad
117021918	Adobe reader and google chrome
637083309	windows: foxit pdf app windows: firefox windows brave web browser Mac: safari web browser mac: google-chrome web browser mac: file viewer app mac: docuscan app mac: pdf to text mac: pdf to html free app mac pdf to text free app mac: preview app
996237065	Brave Browser (the only browser to support PDF tagging, a Chromium based browser), Voice Dream Reader (iOS), Adobe Acrobat.  Note: I hate that you have to turn on keyboard navigation on Mac to interact within the Adobe window. Users are locked out of documents unless this is turned on the Mac. This effects Safari, Apple settings, and Adobe Acrobat. This doesn't effect other third party browsers.
755454051	VDR SAI
668268612	Edge browser on all devices, Adobe Acrobat Pro DC, Preview on Mac, Google PDF viewer on Android, I test PDFs for accessibility with Adobe Pro, PAC
45999226	Edge browser

ID	Response
<b>825015446</b>	I use: Voice Dream Reader, Speech Central, Safari, the Files app on my Ipad or Iphone. I also use a braille display and put the PDF. on there. I've also had Envision, which is an OCR. app, try and do some OCR. on them. Sadly, this has not been great quality.

## 15. What are your positive experiences when accessing a PDF document?

ID	Response
136135094	I'm grateful when it's accessible and I can copy text directly from the PDF
908509606	Using JAWS OC scanner I can read them fluently
026178587	Ease to navigation
151843519	If tagged correctly, the Mac has ways of navigating the pages with some difficulty.
010724517	If it is a simple document I can read it and figure out the order it was intended to be read.
686707169	I have many positive experiences using PDFs.They should be easily accessible and enlarge le through programs or screen magnification.
917556552	When everything works correctly.
714979477	Reads fluidly when properly tagged.
933515404	If they work, that's great. They will hopefully act just like Word documents.
262532437	Been using PDF for decades so familiar "feel"
103169257	If they can be enlarged they are easy to read.
227305531	When it is tagged properly and privacy controls are set properly to allow screen readers to access the documents, my experience is mostly good. I especially like when I can use the Adobe reading feature within Edge instead of my screen reader. Sometimes, I use both to ensure I understand the logical pattern of the information.
955008758	I like JAWS on the PC having the ability to scan and translate a PDF document.
146169214	More so reading it within a web browser environment
704059713	Whenever OCR scans are 100W% accurate
280650367	When I can get them to open. Reading PDF files in braille on my notetaker.
287704595	Most PDFs are easy to access an read with the necessary technology. They are easy to navigate and gain information from.
156180903	I have a usable amount of vision, and PDFs allowed me to enlarge text to my liking, because they are in a digital format. When they are accessible, I am able to have 'voicedream reader' read them to me auditorily So that I do not have to strain my eyes
060983465	Most of them are not ositive especially if it is an image PDF.
473081746	Who is the screen readers new OCR it even makes non-accessible PDF accessible. When the PDF is correct I can use all my accessibility tools.
509466991	When a pdf form is equipped with text input boxes so the form can be completed without the need to print it.
387275173	It has been very accessible using my technology.
315836334	When it understands multiple columns correctly.
137732127	None
970804742	Sometimes, even when untaged, some pdf's are sort of readable if I can understand things in context, but I need to take the time to sort them our.
317585172	When done well, it gives me access to information that would be hard to get another way. When well laid out and tagged, it can be a joy to use.

ID	Response
856509099	When properly coded, the documents are easy to read and are very useful.
397184637	PDF documents can't be modified, unlike word documents
140739952	it varies frompdfdocumenttopdfdocument
456876408	That I can read it without difficulty.
496808455	I have only had positive experiences with PDFs on my phone. I think that if we open PDFs using the InVision AI application, it becomes easier for us to read PDFs, as we can either play the PDF and listen to it, or we can read PDFs just like we would a webpage. Similarly, the Document AI feature in the TechFreedom app helps a lot. On computers, there are not many positive experiences I have had with PDFs.
317050089	When documents are read fully in the correct order and cleanly, when documents are easily viable. Scanned documents, which is untag PDF are not blank when tagged have all of their details available.
625312558	sometimes I can read them
004396528	When properly converted, it is a way to read a book/article prepared for the general public with no option for alteration.
695627821	Having it read to me
924747742	very positive
646173572	When a PDF is properly marked up it is very easy to read. Headings and tables can be very effective. Even properly prepared forms work well with Adobe Acrobat.
567517408	I cannot think of any.
31574502	I usually can eventually make my way through it with sighted help. With my cell phone, ENvision AI generally reads them pretty well if the format is simple text, not in columns
392401905	Just being able to read it is a major improvement over the times when it was inaccessible.
360167906	I can read the document and its links. It will work and I can just use it.
35220805	It is sometimes easier, especially when the forms and documents are tagged appropriately. Using Adobe on its own is useless and I ignore all of their advertisements. It is miserable to try to create a PDF document. I consider that without a doubt, PDF documents to read or create still have a very long way to go. We tried to create a Pdf application and gave up on it. Writing my notes using PDF is so frustrating that I have put it off and missed deadlines. I have given up on reading important documents because it is just too painful and takes too much energy.
958162467	Can get the information I need from an instructor faster than waiting for a copy of a print textbook in accessible format.
543592839	I'm happy when it works
450720183	Positive is that the content can be magnified, Less paper bulk to carry around.
907883413	-
823218492	Macs are making it easier
294555011	IF the document is properly formatted, it is often quite easy to read. I recently used PictureSmart with JAWS to ask Chat gPT and Claud to read an extremely inaccessible PDF and, hit this instance, that worked pretty well.

ID	Response
499773403	I am able to read it smoothly
280649033	Great way to access content. Properly tagged PDFs are easy to read and work a lot like webpages with headings and other navigation elements.
074340148	When done right, reading a PDF document can be nice enough, but there's nothing special about it.
547562881	Not a huge issue
142292818	EASE OF INITIATING READING, READING STARTS UPON OPENING DOCUMENT.
578645714	none
199866328	When there is a heading structure, logical content, and accessible hyperlinks.
209498746	When there is a heading structure, logical content, and accessible hyperlinks.
35094704	When they work right?
905029633	When I open the pdf and don't need to use ocr or transcribe through ms word or robo braille. More pdfs are properly tagged. As a college student, I come across many pdfs
349464375	Documents that come from Word, PowerPoint etc. are typically easy to read. Documents that are reports that have been created with high contrast are easy to read.
329459705	I like it when a document reads in proper order. If the document is a form, I like it when I can complete the various fields by tabbing to them.
275792361	I can use shortcut key to browse headings, go direct to a specific chapter by clicking the hyperlink in the table of content.
124470068	After setting the preferences in Adobe Acrobat to 2 page continuous, Reading the whole document and inferring reading from document.
73229963	When the pdf has proper headings, links, tables, table of contents
468250405	When properly formatted and tagged, it is possible to get through a simple document, however tables and nested table are horrific Furthermore I do not like to read long pdf documents, I prefer word where I have more interaction with the document.
170744282	Easy Access to content.
157793129	When the document just opens and reads without having to arrow through long lists of thumbnail pages
431167757	Not sure I understand the question, but I have been able to access receipts, manuals, user/member guides, etc. The positive thing is I had pretty good access to the information, but it isn't always the most pleasant experience.
312100247	If the reader can navigate the whole document in order, alt-text is included, links are active,
186985455	Easy to send via email. Provides slightly more protection from accidental editing in it's standard form. Has more advanced accessibility options than a Word document.
979835806	It's easy to edit documents and combine documents. The ability to sign documents is great, although it could be improved by being able to save more than one signature for households that use one computer. The Chrome extension is an easy-to-use addition to the web browser.
698778696	Easily searchable
644330769	I can efficiently navigate through documents on my phone or computer, and if I am required to fill something out, I can do all of that 100 percent.

ID	Response
916796537	Most of pdf I can read
696745121	They are very easy to read in preview or Apple Books and if they are accessible, then they are easy to navigate
411408885	Ability to easily share documents.
437628957	I enjoy being able to read a PDF document.
854617271	A CIL which employs someone knowledgeable about PDF access has produced PDFs which can be easily accessed usin tab/shift-tab.
944044535	not many
067136778	Very easy to access and pretty straightforward for the most part.
117021918	Loads very fast and does not lag
637083309	when accessible, relatively easy. when properly indexed, easy
996237065	That Adobe will auto tag documents for you.
755454051	Reading accessible documents
668268612	The only positive movenment toward accessible PDFs is the OER textbook space where companies like OpenStax and OER Commons are putting out fully tagged properly readable PDFs for students that cost nothing. Even the best of them still have errors, undescribed visuals or descriptions that don't provide the needed information about complex data visualizations.
45999226	Some pdf documents are okay
825015446	No positive experience

## 16. What are your negative experiences when reading PDF documents?

ID	Response
136135094	I often get inaccessible files that are scans or are locked in some way that I can't highlight, copy, or manipulate text.
908509606	I cannot navigate around the document easily or fill in information as may be requested.
026178587	If there are images or hand written text the adaptive tech does not work
151843519	The Mac has never been great at PDF. However with this survey I hope it improves. The ways in which it navigate are clunky.
010724517	Adobe Reader will rarely read the PDF. If it is a fillable form, it does not work properly. In Chrome I cannot fill out the form. I normally have to resort to work arounds to complete the form, such as cut and paste into Word, fill it out, and save as PDF. You lose all the original formatting
686707169	Text not big enough
917556552	When they are not tagged properly
714979477	Adobe updates so often that the interface with windows browser must be constantly reset. Often adobe updates conflict with microsoft settings and can't be corrected as adobe doesn't always touchbase with microsoft before making changes by adding or removing settings. Often interferes with security settings when used in work environment.
933515404	I've taken to calling Adobe Adobully, since they've bullied their way into the workspace and not given screen readers access to their underlying structure for more than ten years. Word documents just work, while most pdf documents are a struggle. I get a pdf into Word or plain text as quickly as possible if it can't be accessed with Acrobat first off.
262532437	Reflow, even when seemingly tagged correctly, does not always work well.
103169257	Documents that cannot be enlarged or converted.
227305531	Too many of the documents are locked or marked private, which prevents screen readers from accessing them. Some are designed with visual aspects (check boxes, tables inside text, etc.) which makes it very hard to understand the content. Some advanced documents have graphics included with no tagging, which makes the document almost unusable, depending on the text content accompanying it.
955008758	having nothing read aloud, as if the document didn't exist with screen readers
146169214	Reading ibrs that are images
704059713	Whenever OCR scans produce incoherent text.
280650367	Not getting them to open. Having the information so badly scrambled that I cannot make much sense of it. Having no tagging to allow for reasonable formatting of the information.
287704595	Scanned documents are difficult to read.



ID	Response
156180903	Often times the text in the PDF will be unreadable to a screen reader or to VoiceDreem reader. When this happens, the screen-reader/reader application will read off letters or numbers that do not compose words. This interrupts the reading, makes it incoherent, and/or makes the text unreadable overall. Other times, the pdf will not be tagged properly so the screen-reader:reader application will jump around the page, causing the words not to be read in proper order.
060983465	A lot of times even if they are tagged they come across in columns. I have never learned how to read with columns. I also have not figured out what program to use to read image PDFs.
473081746	When you try to add a signature or add a stamp, there is no way to tell where you are putting it or get to the place that you need to put it. It will not speak
509466991	Adobe's intrusive advertising
387275173	That I have to convert it into a word document to print it.
315836334	Scanned PDFs that OCR can't handle, infographics with complex layout, and anything where I can't select text to have it read aloud.
137732127	Adobe Acrobat Pro DC cannot use text to speech on a Mac. It is a definite downgrade from the previous version.
970804742	If pdf's are pictures, even when using someting like Docuscan, they must be interpreted.
317585172	Normally scanned documents not being readable until OCR, which is not always correct. Also forms. Forms are usually a pain.
856509099	I may need assistance from a sighted person to understand the document.
397184637	Sometimes they don't come through correctly
140739952	screen reader cannot convert the text to speech=ch
456876408	That there are a lot of graphics and I have to use OCR to scan the PDF.
496808455	Sometimes, I try to convert PDF to Word document. While doing this, PDFs do not get converted properly. Some text gets cropped, and the PDF is not structured properly, meaning in terms of heading levels. It is difficult for us to find and navigate through different chapters easily. While using Adobe Acrobat Reader, some keyboard shortcuts do not work sometimes. All keyboard shortcuts work, but in some cases, the app stops responding, the page does not change, and we are not able to access specific page numbers or find specific block of text. In case of using PDFs in Microsoft Edge or Google Chrome, in Google Chrome, it only says that the PDF is being converted to text, but I don't know whether the PDF is available over there visually or not. In case of Microsoft Edge, the PDF comes properly, we are able to access specific page numbers, but when lines, sentences, or paragraphs end, the screen reader still continues reading, and the clicking of the up arrow or the down arrow button is not well defined, meaning it does not stop when a specific para ends or a specific sentence ends, it stops at random, and I don't know how this works. These are the issues I face while reading PDFs. Also, while trying to access specific page numbers in browsers, sometimes we are unable to find a particular page.

ID	Response
<b>317050089</b>	Far too many PDF, whether tagged or un tagged, cannot be read in the correct order. This is especially true for documents that are written in columns. PDF documents are not as easily readable as Microsoft Word one should not have to use Adobe reader or any other special app in order to read PDF they should just be readable automatically And all PDF should be accessible. I think that PDF applications are disgraceful and have been very difficult to use, and I think that PDF application producers have been very lax when it comes to accessibility despite their claims.
<b>625312558</b>	sometimes I can't read them
<b>004396528</b>	<p>1. If accessed, text is not always set in a logical and readable form which makes it useless.</p> <p>2. When columns apply, a screen reader does not always pick the right sequence.</p> <p>3. Most important, for a blind scholar like myself, a book/article in pdf means I can not follow footnotes at their appropriate place, as sighted users do, because there is no way in a pdf document to allow a blind person read notes which are placed at the bottom of a page, at their correct place. This makes reading them senseless.</p>
<b>695627821</b>	The screen reader for my computer reads everything but the actual text of an email. It is virtually useless.
<b>924747742</b>	i have had no negative experiences when reading PDFS
<b>646173572</b>	<p>Often very poor formatting such as:</p> <p>Words run together</p> <p>Spaces in the middle of words</p> <p>Missing heading indications</p> <p>Each line of the file identified as a heading</p> <p>Tables not identified as such, for example, a table of contents where all titles are listed first followed by all page numbers!</p>
<b>567517408</b>	Lack of structure, inefficient interface with keyboard shortcuts that do not follow web browser conventions, slow reaction from interface/computer, and frustration with surprises like scanned images or entirely invisible portions of the document.
<b>31574502</b>	Difficulty with dark mode, check boxes not working with screen reader, text input does not roll over to the next line automatically, form fields not tagged, cursor location often not read aloud,
<b>392401905</b>	When I can't read it and don't know why.
<b>360167906</b>	If they are images they may or may not work as they are but I have alternative apps I can use if I need to.
<b>35220805</b>	Documents are difficult to read no matter how I try to format the reading style. Scanned documents are the worst, but if the documents are not properly tagged, it is just as inaccessible and more frustrating because I think they are accessible until I read them and they aren't. Forget creating accessible PDF documents. It takes too much energy, starting over, and changes cannot be made without messing up everything I've done.
<b>958162467</b>	Glare of print can't copy information, hard to scroll and find specific content, not enough spacing between words on the page.
<b>543592839</b>	Having voice over freeze and the program crashes my screen.

ID	Response
<b>450720183</b>	Navigation is lousy at times for long documents and forms, Links do not work (website, web conferencing), Inputting text is not easy to see does not magnify or pan properly. When a sender uses encryption services these are not accessible which makes it impossible to open a PDF.
<b>907883413</b>	search for the next row
<b>823218492</b>	Requires expensive software for simpler experiences
<b>294555011</b>	some of them are completely inaccessible, some I can read, but the columns are not rendered in a meaningful way which makes them just about useless. Sometimes I find that links don't seem to activate, and it is often difficult to move from page to page.
<b>499773403</b>	scanned images that cannot be recognized, words without spacing, improper order
<b>280649033</b>	When using adobe Reader, the dialog box used to indicate if tags should be added doesn't always get focus, making it difficult to use with a screen reader. PDF forms are tricky and rarely work well with access technology.
<b>074340148</b>	When people do not create the documents so that they are accessible. Some of this comes from ignorance, but some also is Adobe's fault for putting the accessibility creation tools behind a paywall. Yes, there are other tools which can create PDF files that are accessible, but this strongly sends the wrong message. I never use PDF unless I have no choice because they are charging to make their documents accessible. That must violate some US law somewhere, right?
<b>547562881</b>	Making them accessible for others is very hard with existing tools
<b>142292818</b>	DIFFICULTY STARTING THE PROCESS IN SOME CASES.IF aDOBE DOES NOT START AUTOMATICALLY IT CAN BE FRUSTRATING.
<b>578645714</b>	untagged out of order
<b>199866328</b>	PDF image formatted content, unformatted content relationships, unformatted tables, and images without descriptions.
<b>209498746</b>	PDF image formatted content, unformatted content relationships, unformatted tables, and images without descriptions.
<b>35094704</b>	When they don't work at all
<b>905029633</b>	Trying to read the pdf in adobe then with ocr then in ns word and then needing robo braille to create an accessible version, with a resultant document that has typos and weird formatting I have the most trouble if documents are scanned and we're not originally text.
<b>349464375</b>	When it is a poor quality scan it is difficult to visually see the text.
<b>329459705</b>	I don't like forms I can't complete independently. I don't like reading scanned documents when the scans are inaccurate. I don't like reading documents out of order.
<b>275792361</b>	Difficult to read the information contained in the header and footer section of a page (especially journal articles), difficult to know the page number of the original text (especially a cut out of a certain part/section/chapter of an article or a book).
<b>124470068</b>	Documents which are scanned present a challenge that JAWS will with OCR not read the entire document or that the OCR is incorrect and major parts of the document are missing.
<b>73229963</b>	I can not fill-in fillable pdf documents using a screen reader

ID	Response
<b>468250405</b>	Tables and Nested tables are horrific, but I think pdf forms can be even worse if not done properly.
<b>170744282</b>	Content not available
<b>157793129</b>	opening a document and hearing the screen reader sayy "blank" because the file has been saved as an image instead of text
<b>431167757</b>	Tonight I opened a PDF that was very long and packed with information that was probably visually easily navigated through tables/graphs. It was results of a survey that hundreds of people completed. I found it difficult to accurately identify percentage results, and the text surrounding the percentages; it was like the words "yes" and "no" were present with percentages (I think), but the problem is the question that I thought was associated to a the percentages was not a yes/no question. Also, comments didn't always apply to the question I thought I was viewing results for. In the past, I hated that manuals showed text scattered all over the place; my guess is that is what happened with the survey results. When reading a manual for a device, I frequently encountered parts of a sentence on different lines/areas of the document. I would expect that was a scanned image, but not sure how I would know for sure, and thus why I couldn't answer prior questions. I mean, sometimes I know, because JAWS lets me know it is an image and asks if I'd like it to be converted...then reads it to me.
<b>312100247</b>	Not able to read entire document, not tagged correctly, no alt-text, no links, FORMS that don't make sense and are difficult to understand what is being read (financial spreadsheet) or what I am being asked to fill in.
<b>186985455</b>	Lack of formatting and accessibility. The accessibility tools are severely lacking in terms of capacity and accuracy. They are also prone to glitching and corrupting files.
<b>979835806</b>	The amount of pop-ups can make working in Adobe difficult. Having symbols with no titles for functions makes it difficult to recognize and locate the needed button. Sizing and spacing are often VERY difficult to maneuver. The fact that the display is all white with very little contrast is difficult for individuals with visual difficulties.
<b>698778696</b>	Scanned documents
<b>644330769</b>	In college, most of the pdf documents were pictures and rotated visually so the screen reader I use on the computer (Jaws) will only say "unlabeled graphic.). Sometimes, text fields and check boxes are unlabeled and text cannot be transferred correctly into Word.
<b>916796537</b>	Some lines have changed also photo pdf difficult to to read
<b>696745121</b>	Sometimes some PDFs are not accessible, especially when it is scanned or sometimes the blocks of texts are in the wrong order
<b>411408885</b>	Will not change to high-contrast. To bright to read when not in high-contrast. Read aloud feature often will not work.
<b>437628957</b>	When the PDF is not readable.
<b>854617271</b>	Sometimes, text is read out 1 letter at a time or the text is read out of order. Recently I've noticed screen reader jumpin back to the beinnin. Multiple raphical symbols used for layout or decoration cause screen reader to say "raphic" repeatedly. PDF forms include improperly labeled fields or simply can't be accessed at all.

ID	Response
<b>944044535</b>	inaccessibility
<b>067136778</b>	Some of them are very jumbled and are harder to make sense of.
<b>117021918</b>	Lack of tagging and does not open on every browser and corrupted pdf
<b>637083309</b>	scanned image PDF docs not accessible at all. no workaround for this! when not properly formatted, makes it difficult to almost impossible to find required info.
<b>996237065</b>	<p>On Mac: Users are locked out of PDF's until proper configurations are corrected. Preview are alternatives, as well as browsers, but browsers tend to strip PDF tags when displayed in browsers with only searchable text available.</p> <p>On PC: PDF's auto open in browsers, which strip tags from PDF's, with the exception of Brave browser.</p> <p>On Android: Content doesn't reflow, PDF's should be banned for this reason.</p> <p>On iOS: Content doesn't reflow, PDF's should be banned for this reason.</p>
<b>755454051</b>	Format issues
<b>668268612</b>	I provide accessible format materials for students with visual disabilities at a large community college. Even when publishers do format their PDF textbooks for accessibility they use non-standard methods, but I would say 50% of publisher PDFs are still lacking in full image descriptions, correct page numbers, headings and proper reading order. The PDFs used in the higher ed space that are generated internally are worse, about 90% are untagged or not tagged properly. For STEM content that includes technical notation, it is worse, with only the rare exception containing readable math, chemistry or other technical notations. PDF forms are rarely set up with readable form fields. PDFs are so often inaccessible, most individuals with disabilities aren't even aware that it is possible to read a PDF with assistive technology when it is set up correctly.
<b>45999226</b>	Sometimes I need to use jaws ocr to read them, and this doesn't always work.
<b>825015446</b>	Sadly, I've had more negative experiences with PDF. files. They've either been somewhat accessible, inaccessible, or they've only worked on one device, or, the file would be so bad, it was hard or impossible to read it! I never know what I will get when receiving PDF. files. I often have needed to request ADA. accommodations and was either denied or only given 50% or less of what was needed. Instead, I had to get a good friend of mine to pick up the slack, and give me the extra support I require. Often times, the people, agencies, organizations, etc, that make PDF. files have no idea what they're doing, among other things, and, it falls on people like me to teach them. I've also seen it where people, agencies, organizations, etc, make a big to-do saying they'll do better, thank you for your feedback, say they'll reach out to you for follow-up. But, they don't.

## 17. What would improve the accessibility of PDFs? Please be specific.

ID	Response
136135094	The ability for all PDFS to be easily read by OCR and allow for copying text/ text manipulation. I often need to resize print for my students, but about 30% of the time, what teachers send can't be easily manipulated. We either find a different/accessible copy, use additional technology to access, or retype the document.
908509606	Allowing me to search within documents and to complete forms.
026178587	None
151843519	Labeled headings, not just page numbers, list boxeds you can move around. Also easy text boxes to fill in say a signautre.
010724517	It should behave more like HTML. The Adobe Reader should be tested extensively with screen readers especially on Windows. Alternatively an application other than Adobe Reader could be used to fill out fillable PDF. It would be great if there were validators for PDF that could be used to help authors of PDF. If they already exist, it seems like they are not working.
686707169	Bigger text.
917556552	Not sure
714979477	More up front prompts for those creating the documents on how to make accessible. Adobe consulting with other product owners to resolve conflicts before launching updates. Partnering within the industry.
933515404	If Adobe would again work with screen reader manufacturers to allow access to their underlying technical structure, I believe the accessibility could be much improved. Instead, the screen reader creators have had to make their own workarounds, which are great, but they shouldn't have had to do this. If a pdf could just work like a Word document, that would be great.
262532437	Ban them other than for print purposes - I'm only half joking. They can be made "mostly" accessible, but that last 10% makes them a pain. Furthermore, I feel like the continued presence of PDFs discourages content creators from actual thinking about things from a semantic/info architecture standpoint. I vastly prefer HTML/EPUBs; I wish people would compose in Markdown and then export to HTML-based formats (and use PDF as a supplement only for print production). HTML is vastly superior in so many ways when it comes to accessibility. (Full disclosure: I work in accessibility/document remediation and deal with academic materials.)
103169257	Being able to convert to another format such as Awesome note on an iPad.

ID	Response
<b>227305531</b>	The default for ALL documents should be to make the content accessible via screen readers. The creator should not have to take action with settings to make content available to screen readers. Adobe should be able to keep the content protected while doing this. Adobe should also actively tell document designers what aspects of their documents are of low accessibility. For example, they should present to the user while they are creating or saving a document that they forgot tags on items, have a complex design that screen readers can't interpret, or other low-quality designs. Adobe should provide screen reader consumers the ability to turn on accessibility features so we can at least listen to the text content of a protected document.
<b>955008758</b>	having makers of the documents, understand the issues with accessibility and develop them with that in mind
<b>146169214</b>	Readers to automatically offer to create an OCR version of image if content not found
<b>704059713</b>	Better OCR results.
<b>280650367</b>	Better success by standard tools to read PDFs An easier process for those creating PDF to allow them to make the PDF accessible so the creator doesn't need to have a PHD in PDF. The process should be easier and intuitive with a simple step-by-step process.
<b>287704595</b>	Scanned PDFs are usually the issue of accessibility, so fewer scanned documents or a method of screenreader that can read scanned documents would improve accessibility a great deal.
<b>156180903</b>	It would be most helpful if the alt text for PDFs matched the text on the page and for proper tags to be put in so that the screen reader or application does not jump around to random, non-consecutive words. The text must be accurately translatable for the Screen reader/reader application.
<b>060983465</b>	If there were not any image PDFs or nontagged PDFs.
<b>473081746</b>	More actual hot keys. Especially for tools like ocr. Signing should be able to be accomplished with the keyboard and read
<b>509466991</b>	Using AI to recognize and tag content automatically.
<b>387275173</b>	To improve how easy they are to use screen readers.
<b>315836334</b>	A very simple test is simply to select all, then copy, then paste into a plain text editor. If what you get is not all the text, in order, then it fails.
<b>137732127</b>	Improved OCR and being able to use text to speech with Adobe products.
<b>970804742</b>	Proper tagging, proper table creation.
<b>317585172</b>	Better form support. Most of the form tools I've used have been annoying to use. Not accepting ctrl + backspace to delete words, for example. Also, having built-in OCR in a PDF app, that doesn't cost a bunch would be super helpful, especially if it would be possible to edit the text layers, in case of flawed recognition.
<b>856509099</b>	Ensuring that writers of PDF documents checked them for accessibility before publishing.
<b>397184637</b>	I don't know
<b>140739952</b>	allpdfsshould be able to use all screen readers



ID	Response
<b>456876408</b>	If there were regulations in place that mandate that all PDF have to be accessible. If there would be in place a system to make sure that they are accessible before they are published.
<b>496808455</b>	Very small little initiatives could improve the accessibility of PDFs. While structuring PDFs, just make sure to use heading levels properly. For example, use heading level 1 for chapters. Use heading level 2 for subtopics within chapters. And if there are subtopics within those topics, use the heading level 3 and so on. Adding alt text to images which are added to PDFs could also help a lot. Changing lines after the ending of a paragraph would also help us as it would become easier for us to learn answers when we are studying for exams.
<b>317050089</b>	PDF document should be as easily to navigate as Microsoft Word files. All PDF document should have headings and links that should be easily navigable. All PDF should be able to be read in their correct order, including tables and column documents. Bilingual document should be easily readable. It is impossible, for me to read documents in Hebrew that are PDF Hebrew comes out completely incorrect. It is either backward, or it is totally completely unintelligible. For me, PDF documents have always been a challenge and many of them have been partially or completely inaccessible PDF of always been problematic for me even accessible ones. They're just not easily navigable or as easily read as Microsoft Word documents. I think most people still prefer Microsoft Word. I think that Adobe and other manufacturers have done very little to make PDF fully accessible and I think this is disgraceful.
<b>625312558</b>	I don't know
<b>004396528</b>	<ol style="list-style-type: none"> <li>1. The ability to immediately look at footnotes when required.</li> <li>2. A way that might guide screenreaders read several columns correctly.</li> <li>3. Many badly tagged documents appear without spaces separating words. This makes reading via braille or speech very difficult, and care should be taken to make this bug obsolete.</li> </ol>
<b>695627821</b>	<p>I don't know.</p> <p>Possibly someone virtually on hand to help with the proper set up etc.</p>
<b>924747742</b>	making them more accessible
<b>646173572</b>	Proper rendering of headings, tables and multi-column text. Accurate spacing between words and no extra spacing within words. All PDFs should be properly tagged. Failing that, perhaps AI could be used to determine the reading order. I would like to be able to get the full reading experience without having to manually switch between different reading orders where every one involves some sort of compromise.
<b>567517408</b>	A setting on adobe that would automatically convert and open with my default browser any PDF I click on, showing me that content in a single-page text-only HTML format. This would also allow me to use the usual keyboard commands to navigate and read instead of having to learn new shortcuts that constantly vary from client to client. it is as if a sighted person was forced to close a window in an entirely different way depending on which software that person was using.
<b>31574502</b>	If entering information in a form was as easy as entering in a Google Form that would be great. In other words, everything should read aloud, tab from input location to input location and dark mode does not cause issues.



ID	Response
392401905	That they are all accessible and the accessibility is transparent.
360167906	Hmmm I read pdfs because I need to. It would be an improvement if they simply were deleted from existence and never existed in the first place, though well structured pdfs are nice to read, I prefer html web as my primary source with word as a secondary and text of course.
35220805	Tag appropriately and allow for easier editing.
958162467	Have options to convert the formatting to a more accessible format or having voice recognition or other audio features embedded in the PDFs
543592839	Having feedback from the blind community in real time access.
450720183	Mandate Accessibility with encryption services (DeafBlind cannot use audio or those visual image or text verifiers) Mandate Accessibility with navigation on PDF documents and applications we use to work to read, open and enter text. Entering text is very complicated in Adobe. There needs to be a simpler way. Make interactive PDF mandatory and easy to use without downloading, subscribing to expensive cost prohibitive application.
907883413	-
823218492	I often need to copy or edit portions of pdfs and cannot with ease. I send to others to do it for me.
294555011	IF more people who prepared them followed the accessibility guidelines that are already available, that would make a tremendous difference. Also, at work, I often see a note indicating that a Pdf and "accessible word document" are attached. People need to realize that not all Word documents are accessible, and not all PDF's are inaccessible.
499773403	laws ensuring that documents are accessible, specific criteria that PDFs need to follow, using a different medium than PDFs that are more accessible
280649033	If all PDF documents were properly tagged by the author. When PDF are tagged, if the reading order were correct. PDF authors need a more intuitive tool for creating accessible pdf documents as the current tools are confusing and don't always produce the desired result. For this reason, many authors don't add tags at all.
074340148	Remove the paywall so that everyone can freely create accessible content.
547562881	Better tools for generating accessible pdfs
142292818	aUTO sTART AND INTUITIVE EASE OF NAVIGATION.
578645714	tools trainings resources software
199866328	Content creators must use accessibility standards correctly.
209498746	Content creators must use accessibility standards correctly.
35094704	When they are probably tagged
905029633	Being educated about PDF terms would help me advocate for accessibility. For instance, I preferred the term labeled until I learned that the term was for instance, I preferred the term labeled until I learned that the term was tagged.tagged. If OCR were a part of scanners, then the documents could have the text extracted immediately making an accessible PDF rather than having a person go back and tag the PDF later.

ID	Response
<b>349464375</b>	If a PDF is an image of a scanned journal article it should have to be rendered to clear text that would work for those using screen readers and be easier to see for people like myself with low vision.
<b>329459705</b>	Just tag them properly!
<b>275792361</b>	Provide the full name of the journal, not the acronym of short hand title; provide the page number of the original text.
<b>124470068</b>	Having Accessibility features known to enable reading without limitations set by the manufacturer before releasing the software.
<b>73229963</b>	Make fillable pdf forms work with screen readers
<b>468250405</b>	I am not sure that pdfs should be eliminated altogether. They do serve a purpose in businesses and the disability community has a responsibility to also recognize that need. Why pdfs are used and when. If content creators do it right, today's technology is smart enough to figure it out. I also think that images that are put there for decoration or to please a signed viewer can be very distractive for screen reader users if they are not properly tagged as decorative. PDF's should not be the default either.
<b>170744282</b>	Easier way to open in appropriate applications
<b>157793129</b>	if all pdfs were saved as text and not images
<b>431167757</b>	I would love a PDF that is well organized, so that I access auditorially content just like folks do with vision...I want all parts of a sentence to be joined in one space. I would like an efficient/accessible method for navigating tables/graphs; it would be nice to know what numbers/comments are associated. Along with that, I want to have the option of skipping information that isn't of interest. I'm sure there is more, but that's all I can think of at the moment.
<b>312100247</b>	Better development of forms. Not having clear titles for the information I have to fill in, not identifying the error on the page so I can correct it, timing out (ARGH), no option to save information. Poor development of tables or spreadsheets make it difficult to understand how the information is being read to me. Most times I have to repeat this section to envision how the information is set up to understand what is being read to me. Poor naming of form headers and rows make it difficult to know what I am expected to input, especially for sequential inputs.
<b>186985455</b>	Training and utilizing quality software are critical in ensuring PDF accessibility. Effective PDF accessibility requires a range of specialized tools and technologies beyond free web-based tools or Adobe Acrobat Pro, including tools for creating, editing, and repairing accessible PDFs. By incorporating a combination of tools that support accessibility standards like WCAG and PDF/UA, organizations can ensure that their PDFs are accessible to a variety of disabilities. Regular training, cross-departmental collaboration, and an understanding of diverse needs are also essential for successful PDF accessibility efforts.
<b>979835806</b>	making functions and the buttons for them more descriptive and user friendly. decreasing forced pop-ups at the start of the program improving the maneuverability of text boxes and images having adjustable contrast settings
<b>698778696</b>	Ease of use in making them accessible, ideally through an automated process and a wizard to help complete the remainder. More access to free programs for editing PDFs.

ID	Response
644330769	Label all textfields, buttons, and check boxes. Provide headings, and avoid screenshots.
916796537	Navigate line by line and edit
696745121	I don't know how to do it, but the most problem is with scanned PDF because they appear for a blind person like an image and then we need to use other apps or AI to read the text from there
411408885	Ability to be able to utilize in high-contrast or dark mode. Smother interface for r ad-aloud feature.
437628957	Ability to converted scanned PDF to readable easily.
854617271	Tab order of document is preserved, form fields are properly labeled and adjacent text instructions are spoken when tabbin to the field. Decorative imaes are taed so as to have the screen reader inore them.
944044535	developers making them accessible
067136778	If the documents could be free of all graphics, that would be great.
117021918	Comparability to all browsers and tagging
637083309	label images along with brief description, use plain text. use properly formatted in document links, headers, edit boxes, etc. DO NOT scan outside documents as images.
996237065	<p>Migrate to markdown with plug-ins or convert content to ePub formats as an alternative. Have to be careful of the security implecation of these new technologies, but they can't be worse that Adobe, which have companies invested in Oday exploits of Acrobat. Go ahead and google search Oday exploits and Acrobat to see they're constantly behind the times and a potential security threat to everyone.</p> <p>gamma.app is a new service that is markdown based with plug-ins to address markdowns lack of features. This does introduce new accessibility issues, but I believe it's better than sticking with Acrobat.</p>
755454051	Built in software that automatically generates information to access documents
668268612	HTML, EPUB and MS Word formats are alternatives that are user friendly and provide individuals without an Adobe PDF coding certificate the opportunity to create accessible content. The PDF should not be the chosen format for faculty creating course content and have any chance at making it accessible for students of all abilities without remediation.
45999226	Make the document a microsoft word file First with the proper tags in it, then convert it to pdf.

ID	Response
<b>825015446</b>	<p>First off, we should have access to alternative formats, such as TXT. DOCX. or RTF. and/or, a way to request accommodations to get documents in alternative formats. This not only helps the blind, but, helps everyone else, because you're letting them choose which device they use and right best on, and what they have, etc.</p> <p>The next thing, is to make a PDF. in a word (DOCX. or DOC.) file first, and then tag it correctly. Have the document tagged correctly as a microsoft word document first, then convert it to a pdf. This could mean having accurate heading levels, (heading level 1, level 2,) etc, depending on what your document will contain and what purpose it will serve, having alternative text on images, having lists instead of tables, and much more. A lot of things depend on the content of the file, what it's being used for, how it's put together, etc. People need to also get trained on how to make a PDF. accessible, how to convert things into alternate formats, and more. There's a lot more that can be done, but, this is just snapshot.</p>