

Karlen Communications

PDF and the User Experience Survey Results 2018



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Introduction

This survey attempts to identify end-user frustrations and successes for those of us with disabilities who access PDF (Portable Document Format) files on a regular basis.

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

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

With many countries having legislation about the accessibility of “web content” including any document formats on a website, are there still frustrations and problems for those of us with disabilities in accessing PDF documents? In balance, what do end-users find is working for them, has lessened the frustration in reading PDF documents. Does the device, adaptive technology and/or PDF viewer/reader make a difference in their experience?

In this document, the term “those of us with disabilities” is used to be more inclusive.

Survey Platform

The survey was distributed using Survey Monkey which had previously not been accessible to those of us with disabilities. As of the time of this survey (2018), Survey Monkey was accessible and every attempt to ensure optimal accessibility was made.

Survey Results

The Karlen Communications website has a [Research Projects](http://www.karlencommunications.com/Research.html)¹ page devoted to my research on digital accessibility.

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

Demographics

There were a total number of 17 completed responses to the survey.

Only completed results are identified in this document. Participants were asked for contact information which is not included in this document to protect their privacy.

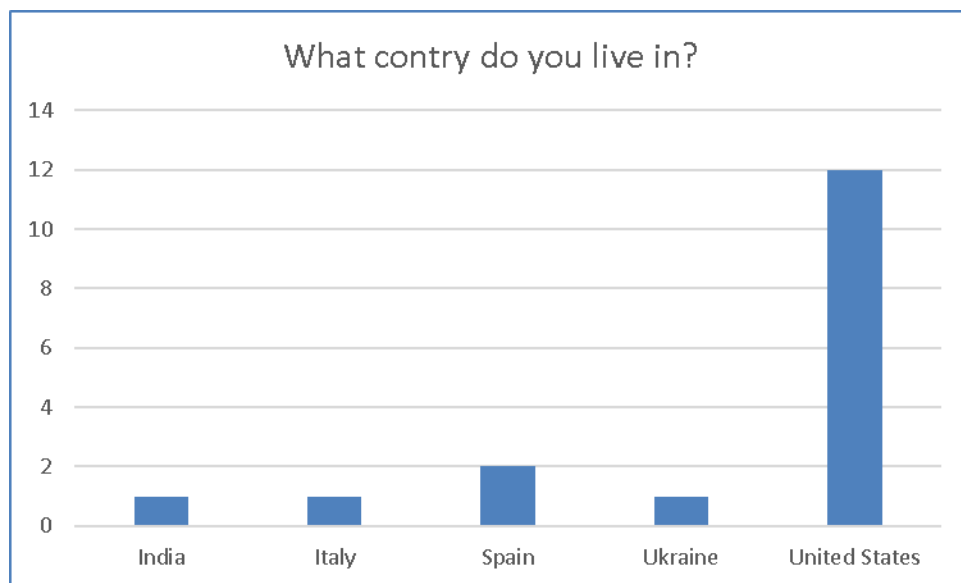
¹ Research, Karlen Communications: <http://www.karlencommunications.com/Research.html>

3. What country do you live in?

Table 1 Countries respondents are from.

Country	Respondents
India	1
Italy	1
Spain	2
Ukraine	1
United States	12

Figure 1 Chart for question 3.

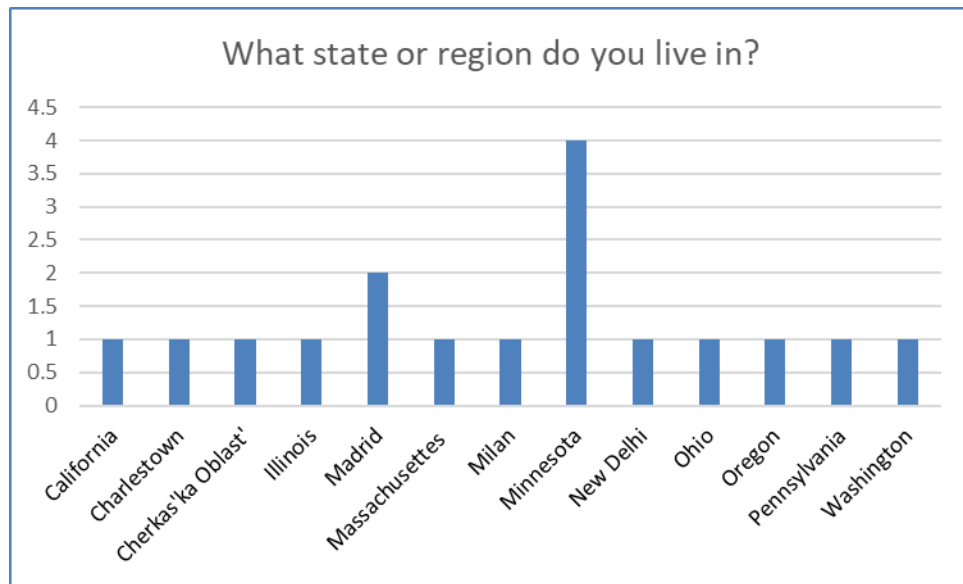


4. What is your state, province or region?

Table 2 Region's respondents are from.

Country	Responses
California	1
Charlestown	1
Cherkas'ka Oblast'	1
Illinois	1
Madrid	2
Massachusetts	1
Milan	1
Minnesota	4
New Delhi	1
Ohio	1
Oregon	1
Pennsylvania	1
Washington	1

Figure 2 Chart for question 4.



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

Yes = 13.

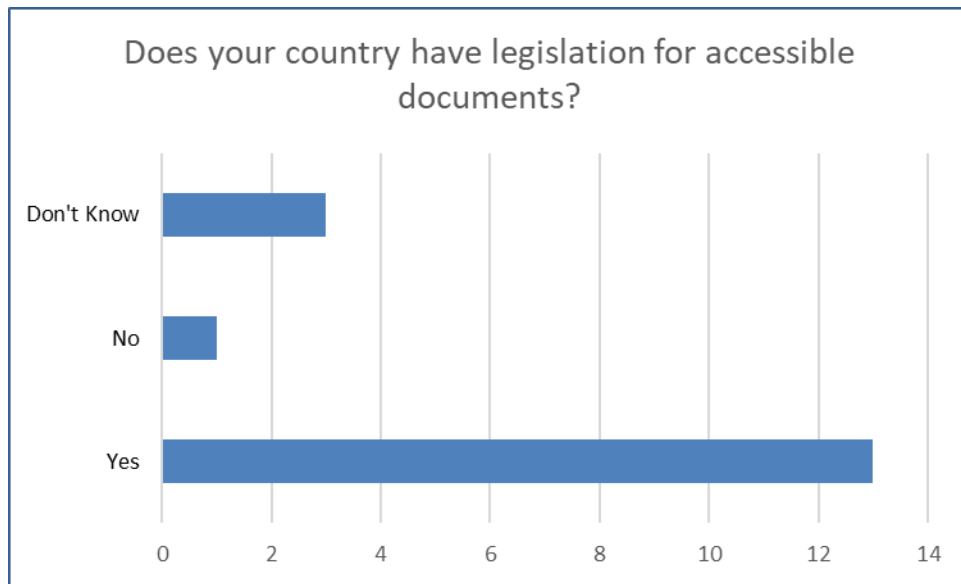
No (green) = 1.

Don't know (red) = 3.

Table 3 Legislation in respondent's country.

Respondent	Response	Legislation
10393152538	Yes	Americans With Disabilities Act
10384610172	Yes	508 compliance, WCAG
10379358383	Yes	Section 508
10376436893	Yes	Section 508
10373438338	Yes	NA
10368557088	Yes	ADA, Section 504, Section 508
10365314470	Yes	Standard: UNE 139803:2012 (updated in 2012 to WCAG 2.0 AA) Legislation: Law 34/2002, Law 51/2003 All government websites need to meet the standard. Accesibilidad "All of the AA level compliance criteria for WCAG 2.0 must be met."
10363192282	Yes	Section 508,504
10357403036	Don't know	NA
10357290478	Don't know	NA
10355787490	Yes	Section 508 of the Rehabilitation Act for federal digital content. Indirectly ADA Title II and Title III if you interpret "places of public accommodation" as applying to websites and PDFs.
10355339939	Yes	Real Decreto 1112/2018
10353985641	No	NA
10353542441	Yes	I don't know
10353355007	Yes	Section 508
10353032334	Don't know	NA
10352939128	Yes	NA

Figure 3 Chart for question 5.



6. Does your province, state or region have legislation for accessible documents in addition to any federal legislation?

Yes =6.

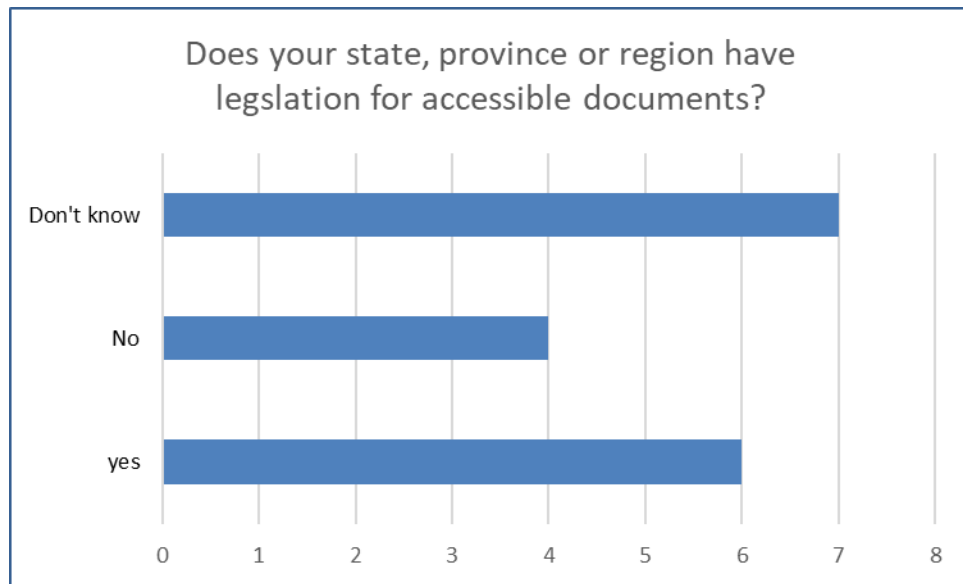
No = 4.

Don't know = 7.

Table 4 Respondents identify legislation in their county.

Respondent	Response	If yes, (please specify)
10393152538	Don't know	NA
10384610172	Don't know	NA
10379358383	Yes	Section 508
10376436893	Yes	Minnesota State Accessibility Standard
10373438338	Yes	NA
10368557088	Yes	For state agencies, California Government Codes 7405 and 11135.
10365314470	No	NA
10363192282	Yes	IITAA 2.0
10357403036	Don't know	NA
10357290478	No	NA
10355787490	Don't know	NA
10355339939	Yes	Real Decreto 1112/2018
10353985641	No	NA
10353542441	Don't know	NA
10353355007	No	NA
10353032334	Don't know	NA
10352939128	Don't know	NA

Figure 4 Chart for question 6.



7. Are you:

15-25 years old = 2.

26-40 years old = 4.

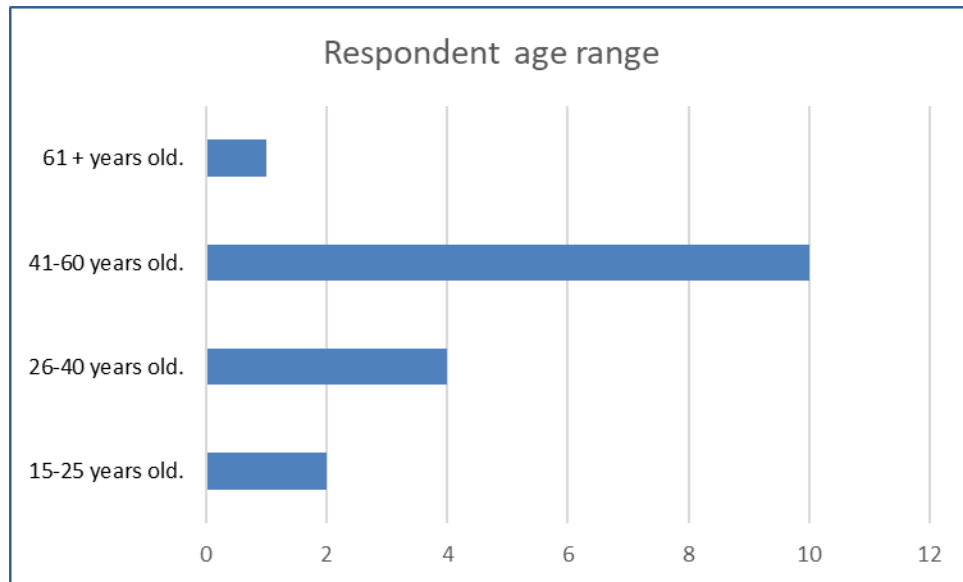
41-60 years old = 10

61 + years old = 1

Table 5 Ages of respondents.

Respondent	Response
10393152538	61 + years old.
10384610172	41-60 years old.
10379358383	41-60 years old.
10376436893	41-60 years old.
10373438338	41-60 years old.
10368557088	41-60 years old.
10365314470	41-60 years old.
10363192282	41-60 years old.
10357403036	15-25 years old.
10357290478	26-40 years old.
10355787490	41-60 years old.
10355339939	26-40 years old.
10353985641	26-40 years old.
10353542441	41-60 years old.
10353355007	41-60 years old.
10353032334	15-25 years old.
10352939128	26-40 years old.

Figure 5 Chart for question 7.



8. How many years have you been using a computer or digital devices?

Less than 1 year = 0.

2-10 years = 0.

11-20 years = 3.

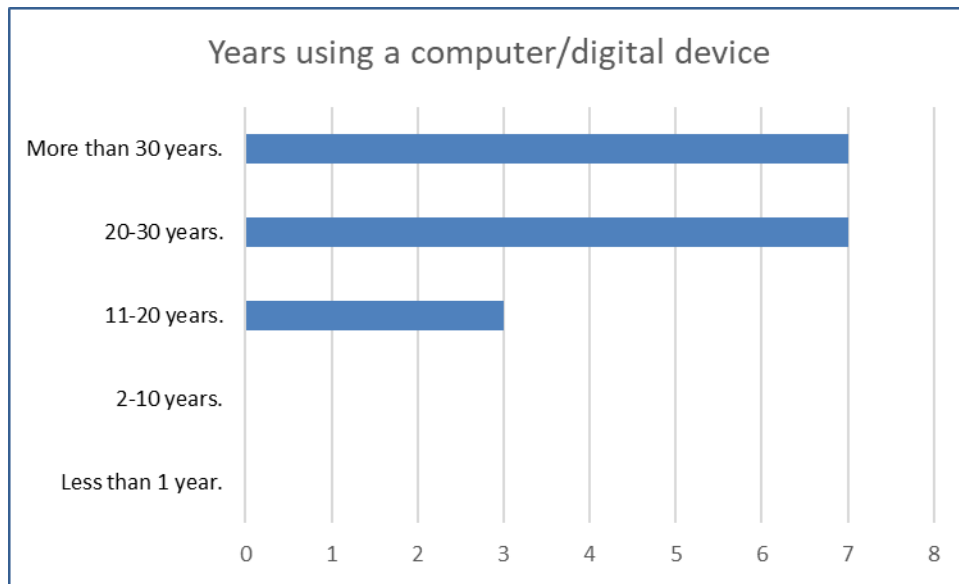
20-30 years = 7.

More than 30 years = 7.

Table 6 Number of years respondents have used digital devices.

Respondent	Response
10393152538	More than 30 years.
10384610172	More than 30 years.
10379358383	More than 30 years.
10376436893	20-30 years.
10373438338	More than 30 years.
10368557088	20-30 years.
10365314470	20-30 years.
10363192282	More than 30 years.
10357403036	20-30 years.
10357290478	11-20 years.
10355787490	More than 30 years.
10355339939	11-20 years.
10353985641	20-30 years.
10353542441	20-30 years.
10353355007	More than 30 years.
10353032334	11-20 years.
10352939128	20-30 years.

Figure 6 Chart for question 8.



9. How would you describe your computer literacy level:

Beginner = 0.

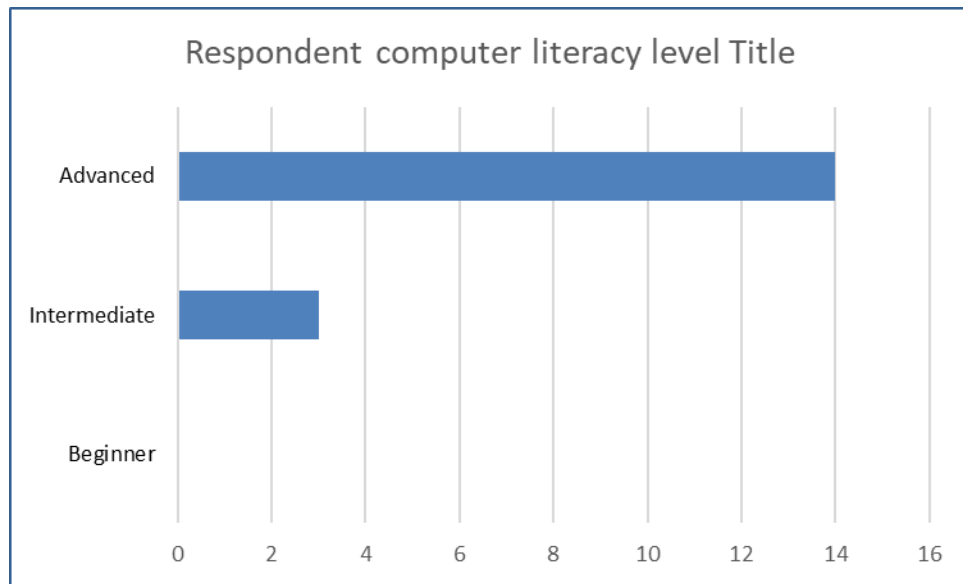
Intermediate = 3.

Advanced = 14.

Table 7 Respondent's digital skill level.

Respondent	Response
10393152538	Intermediate
10384610172	Intermediate
10379358383	Advanced
10376436893	Advanced
10373438338	Advanced
10368557088	Advanced
10365314470	Advanced
10363192282	Advanced
10357403036	Advanced
10357290478	Advanced
10355787490	Advanced
10355339939	Intermediate
10353985641	Advanced
10353542441	Advanced
10353355007	Advanced
10353032334	Advanced
10352939128	Advanced

Figure 7 Chart for question 9.



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

Beginner = 1.

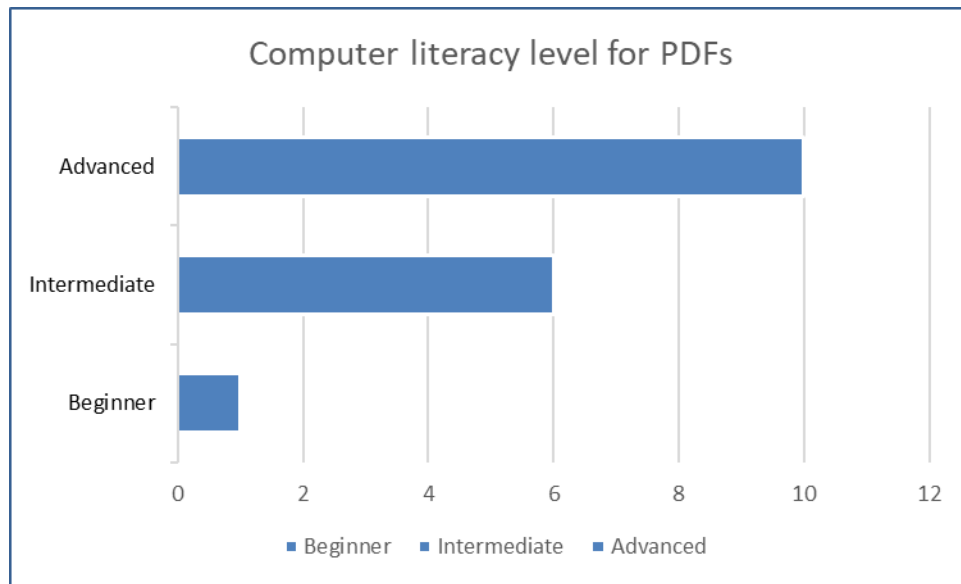
Intermediate = 6.

Advanced = 10.

Table 8 Computer literacy level reading PDFs.

Respondent	Response
10393152538	Beginner
10384610172	Intermediate
10379358383	Advanced
10376436893	Advanced
10373438338	Intermediate
10368557088	Advanced
10365314470	Advanced
10363192282	Advanced
10357403036	Intermediate
10357290478	Intermediate
10355787490	Advanced
10355339939	Intermediate
10353985641	Advanced
10353542441	Advanced
10353355007	Advanced
10353032334	Advanced
10352939128	Intermediate

Figure 8 Chart for question 10.



11. How often do you access PDF documents:

Daily = 13.

Weekly = 2.

Monthly = 0.

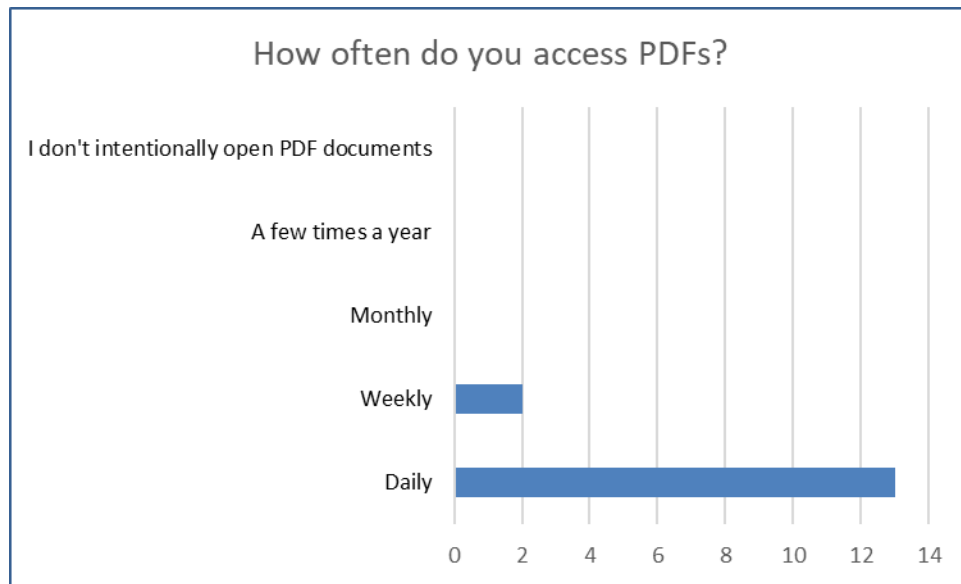
A few times a year = 0.

I don't intentionally open PDF documents = 0.

Table 9 Frequency of accessing PDFs.

Respondent	Response
10393152538	Weekly
10384610172	Daily
10379358383	Daily
10376436893	Daily
10373438338	NA
10368557088	Daily
10365314470	Daily
10363192282	Daily
10357403036	Daily
10357290478	Daily
10355787490	Daily
10355339939	Daily
10353985641	Weekly
10353542441	NA
10353355007	Daily
10353032334	Daily
10352939128	Daily

Figure 9 Chart for question 11.



12. Do you read PDF documents for...

(choose all that apply):

Work.(for a company or organization for which I'm paid) = 13;

Volunteer Work = 5.

Home (for example appliance manuals or recipes) = 14.

Education (in a formal education setting such as school, college or university) = 6.

Education (outside of school, college and university) Lifelong Learning = 8.

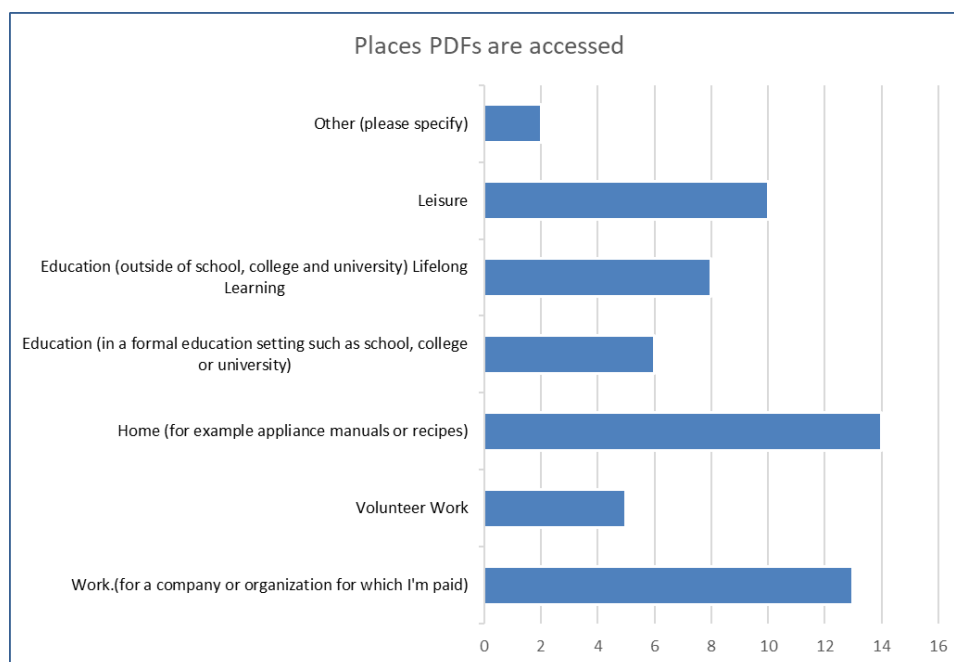
Leisure = 10.

Other (please specify) = 2.

Other responses:

- Home shopping, especially when descriptions of products are available.
- I test PDF documents and forms for accessibility. I remediate PDF documents and forms for accessibility. I test software and systems that create and edit PDF documents and forms.

Figure 10 Chart for question 12.



13. What types of PDF documents do you read for work (including volunteer work)?

Choose all that apply.

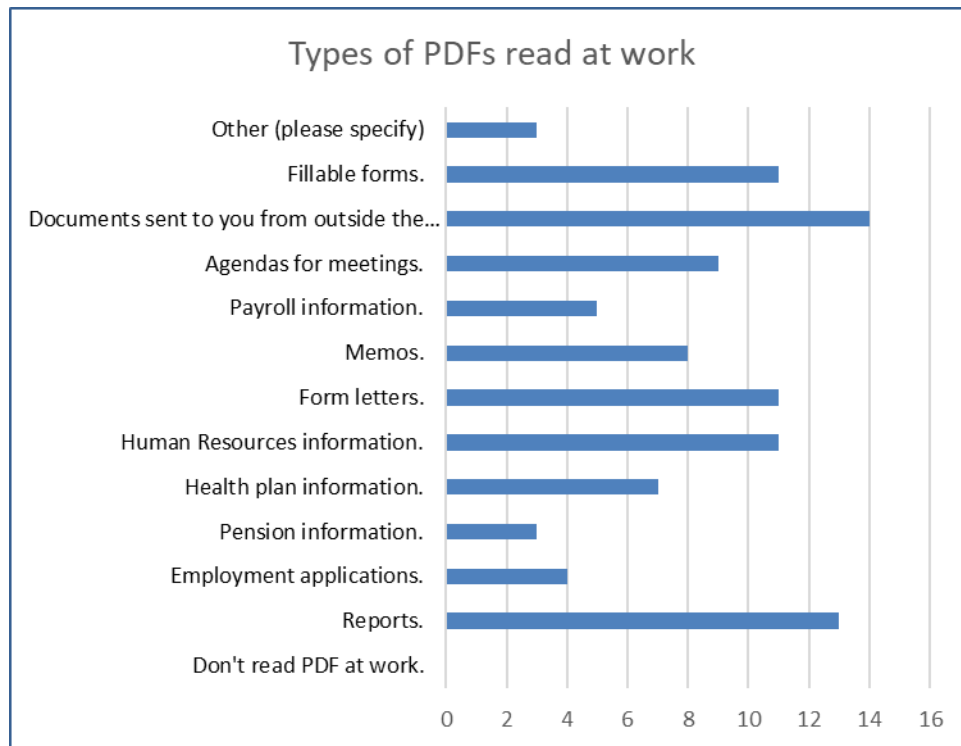
Table 10 Types of PDFs accessed by respondents.

Types of PDFs	Responses	
Don't read PDF at work.	0	
Reports.	13	
Employment applications.	4	
Pension information.	3	
Health plan information.	7	
Human Resources information.	11	
Form letters.	11	
Memos.	8	
Payroll information.	5	
Agendas for meetings.	9	
Documents sent to you from outside the organization. For example, drafts for contracts or non-disclosure agreements.	14	
Fillable forms.	11	
Other (please specify)		3

Other responses:

- All types of documents and forms that are PDFs including PDFs that are created from different types and versions of PDF creation software.
- Educational materials faculty need remediation on.
- User manuals for different hardware and software.

Figure 11 Chart for question 13.



14. What types of PDF documents do you read at home?

Choose all that apply.

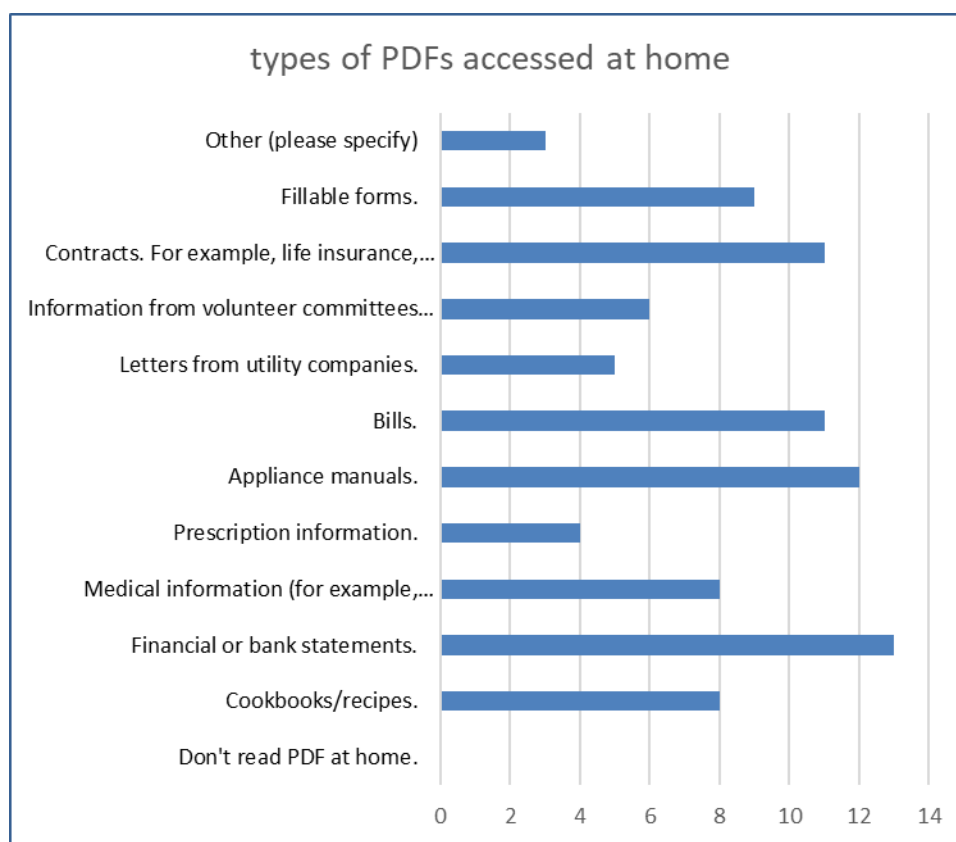
Table 11 Types of PDFs read at home.

Type of PDF	Response
Don't read PDF at home.	0
Cookbooks/recipes.	8
Financial or bank statements.	13
Medical information (for example, instructions for a medical procedure).	8
Prescription information.	4
Appliance manuals.	12
Bills.	11
Letters from utility companies.	5
Information from volunteer committees (including reports and agendas).	6
Contracts. For example, life insurance, rental agreements or lease agreements.	11
Fillable forms.	9
Other (please specify)	3

Other responses:

- I might read more PDF documents if their formats were consistently usable with JAWS. But I also have a print-reading device (the Optacon) which I use fairly successfully to read many documents, including manuals.
- Tax forms. Software manuals. Electronic event tickets.
- Airline and train tickets

Table 12 Chart for question 14.



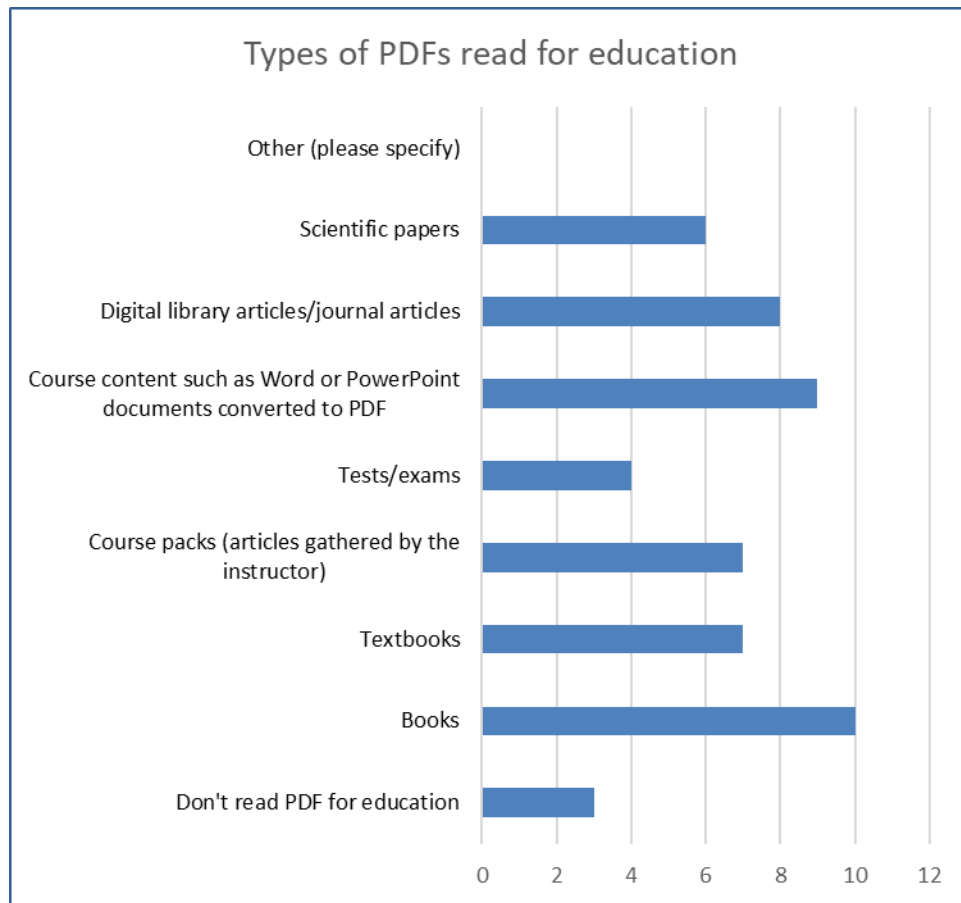
15. What types of PDF documents do you read for education (including lifelong learning outside of school, college and university)?

Choose all that apply.

Table 13 Types of PDFs read for education.

Types of PDFs	Response
Don't read PDF for education	3
Books	10
Textbooks	7
Course packs (articles gathered by the instructor)	7
Tests/exams	4
Course content such as Word or PowerPoint documents converted to PDF	9
Digital library articles/journal articles	8
Scientific papers	6
Other (please specify)	0

Figure 12 Chart for question 15.



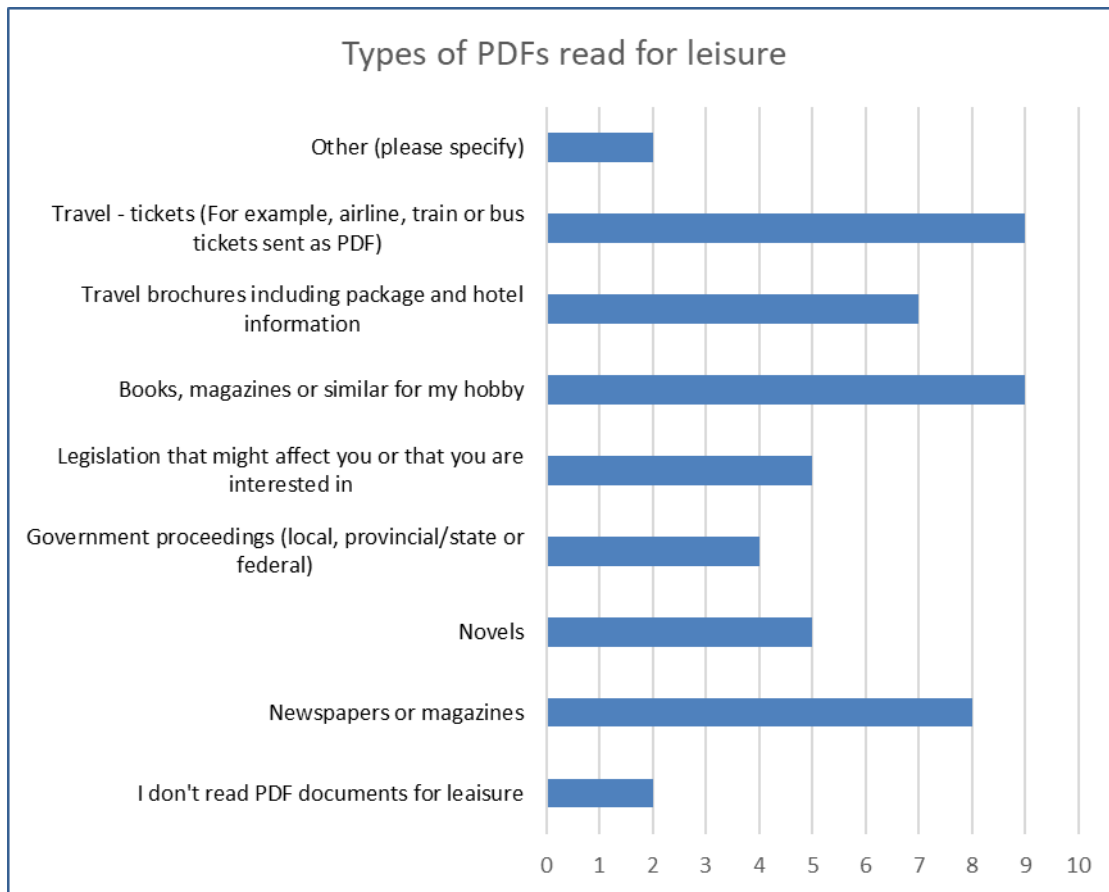
16. What types of PDF documents do you read for leisure?

Choose all that apply.

Table 14 Types of PDFs read for leisure.

Type of PDF	Responses
I don't read PDF documents for leaisure	2
Newspapers or magazines	8
Novels	5
Government proceedings (local, provincial/state or federal)	4
Legislation that might affect you or that you are interested in	5
Books, magazines or similar for my hobby	9
Travel brochures including package and hotel information	7
Travel - tickets (For example, airline, train or bus tickets sent as PDF)	9
Other (please specify)	2

Figure 13 Chart for question 16.



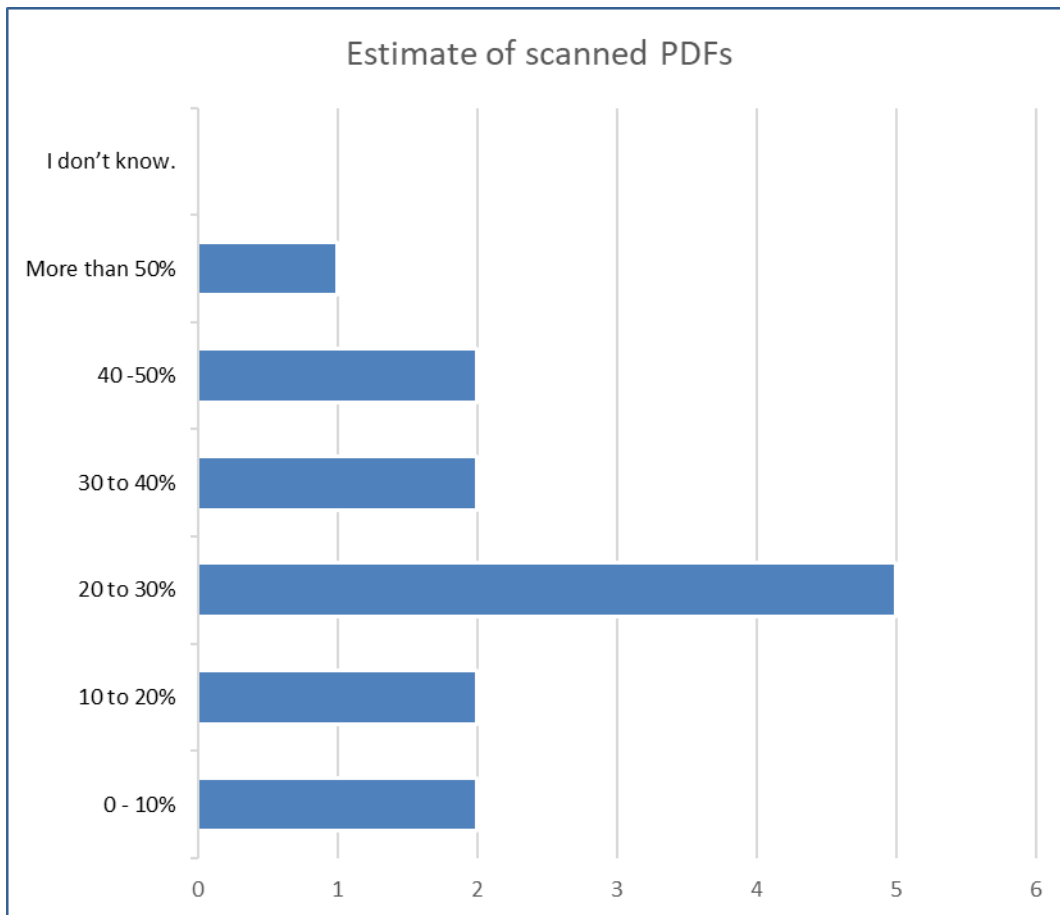
17. What is your estimate of how many PDF documents you read are scanned documents?

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

Table 15 Estimate of scanned PDFs read.

Percentage of Scanned PSFs		Responses
0 - 10%	2	
10 to 20%	2	
20 to 30%	5	
30 to 40%	2	
40 -50%	2	
More than 50%	1	
I don't know	0	

Table 16 Chart for question 17.



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

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

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

0% to 10% = 1.

10 to 20% = 1.

20 to 30% = 1.

30 to 40% = 3.

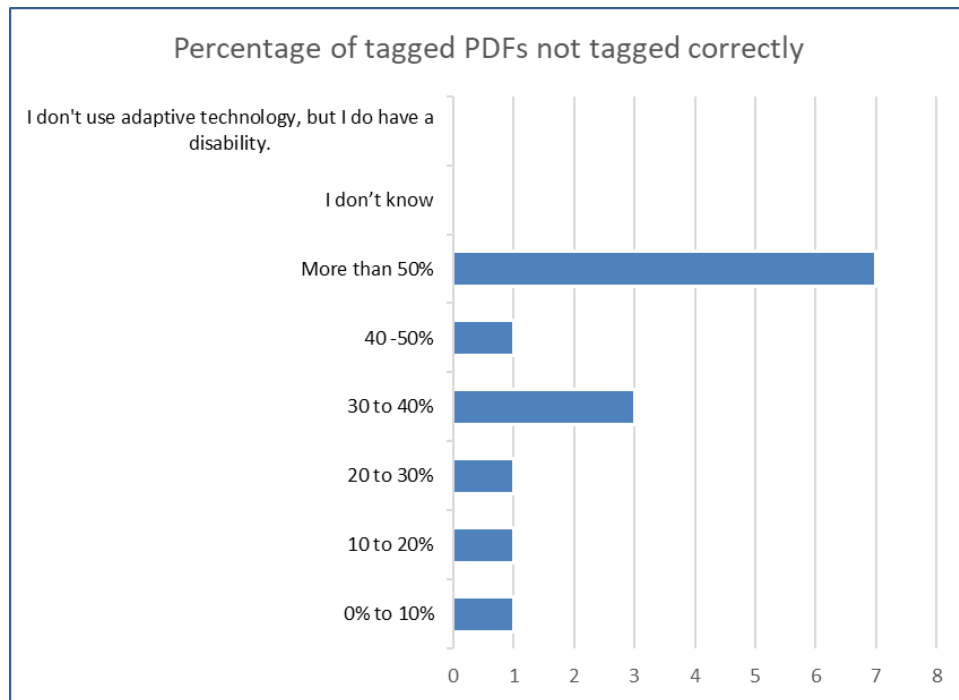
40 -50% = 1.

More than 50% = 7.

I don't know = 0.

I don't use adaptive technology, but I do have a disability = 0.

Figure 14 Chart for question 18.



19. What adaptive technology do you use on a Windows based device (desktop, laptop, tablet or phone)?

Choose as many as apply.

I don't use a Windows based device = 1.

I don't use adaptive technology = 3.

Screen reader = 9.

Text-to-Speech tool - TTS is not as verbose as a screen reader and is typically used by someone with a learning or cognitive disability or by someone using screen magnification who only requires some auditory feedback...not as much as a screen reader would provide = 0.

Voice recognition = 2.

Screen magnification = 4.

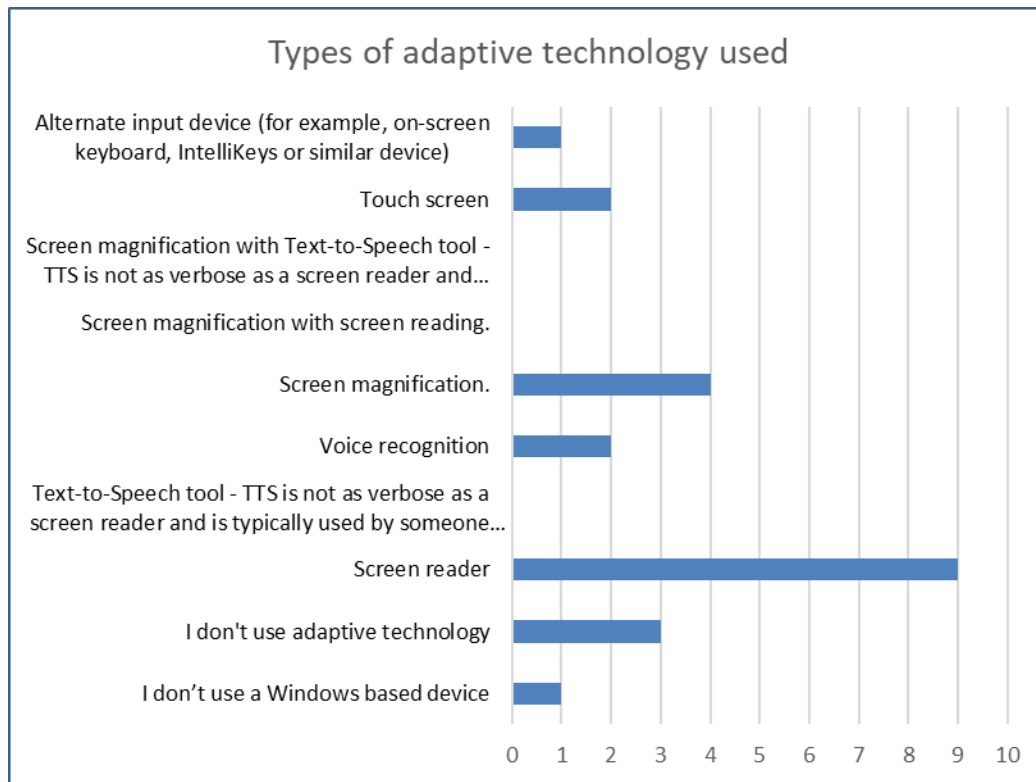
Screen magnification with screen reading = 0.

Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader and provides auditory feedback primarily on the document and not so much on the user interface/application = 0.

Touch screen = 2.

Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device) = 1.

Figure 15 Chart for question 19.



20. What adaptive technology do you use on a Mac or iOS device (iMac, MacBook, iPad or iPhone)?

Choose as many as apply.

I don't use a Mac or iOS device = 3.

I don't use adaptive technology = 1.

Screen reader = 6.

Text-to-Speech tool - TTS is not as verbose as a screen reader and is typically used by someone with a learning or cognitive disability or by someone using screen magnification who only requires some auditory feedback...not as much as a screen reader would provide = 1.

Voice recognition = 4.

Screen magnification = 3.

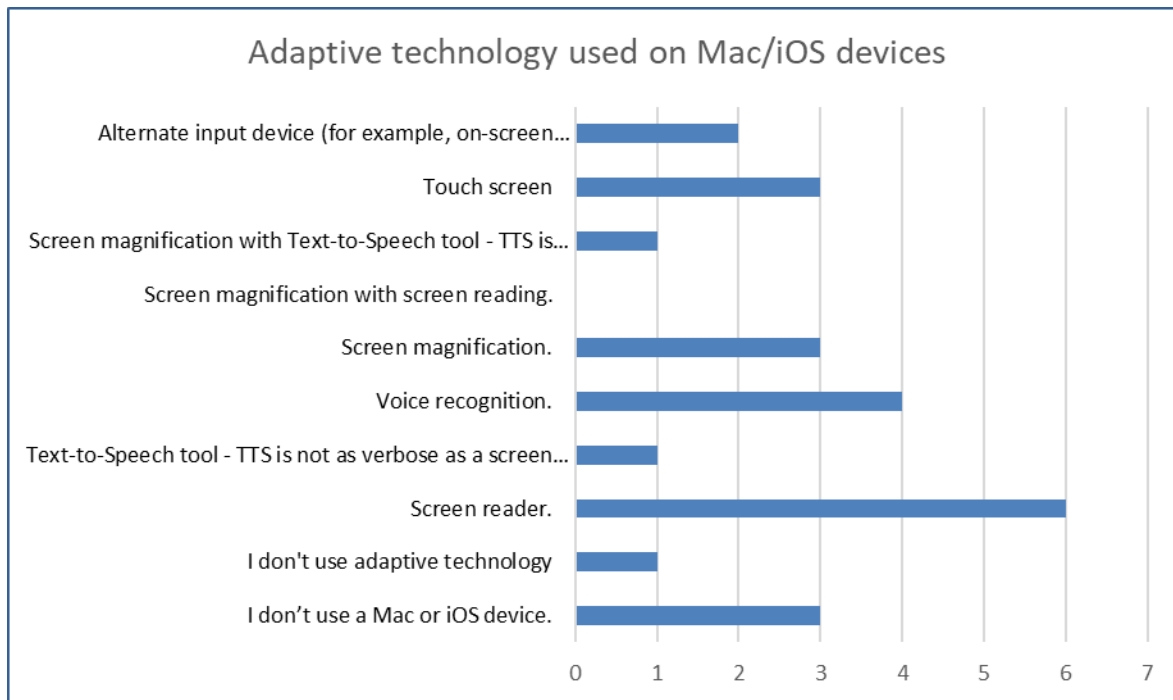
Screen magnification with screen reading. = 0.

Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader and provides auditory feedback primarily on the document and not so much on the user interface/application = 1.

Touch screen = 3.

Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device) = 2.

Figure 16 Chart for question 20.



21. What adaptive technology do you use on an Android device (tablet or phone)?

Choose as many as apply.

I don't use an Android device = 6.

I don't use adaptive technology = 2.

Screen reader = 4.

Text-to-Speech tool - TTS is not as verbose as a screen reader and is typically used by someone with a learning or cognitive disability or by someone using screen magnification who only requires some auditory feedback...not as much as a screen reader would provide = 0.

Voice recognition = 3.

Screen magnification = 3.

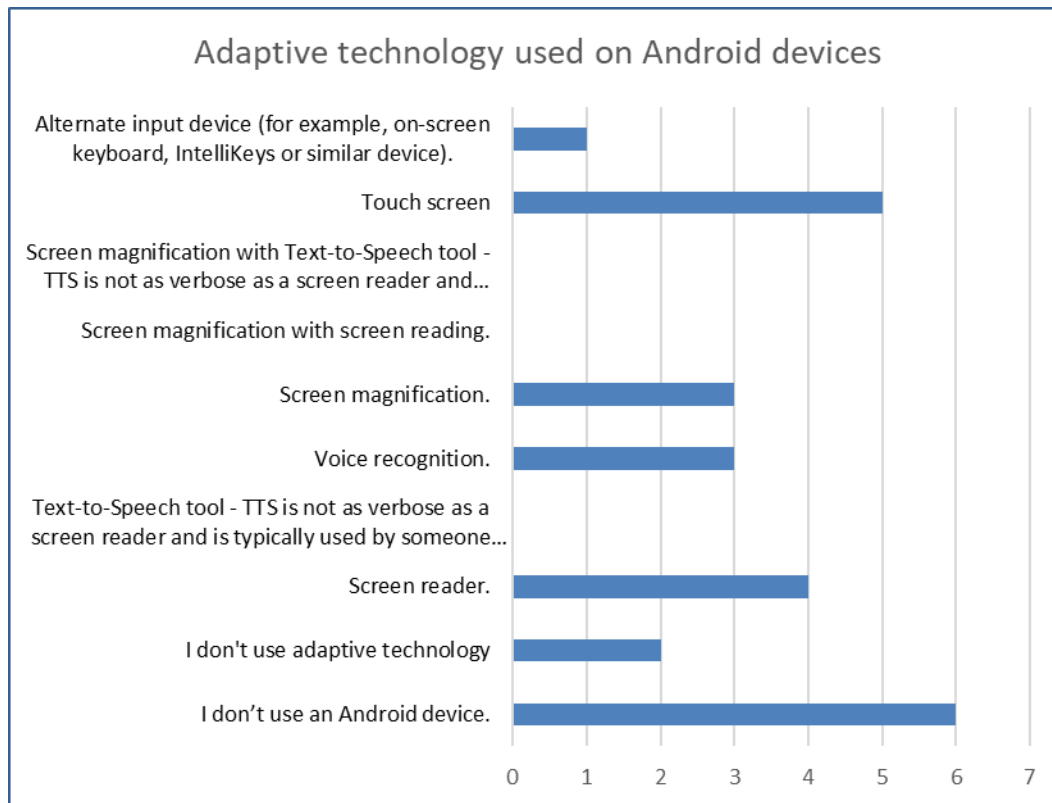
Screen magnification with screen reading = 0.

Screen magnification with Text-to-Speech tool - TTS is not as verbose as a screen reader and provides auditory feedback primarily on the document and not so much on the user interface/application = 0.

Touch screen = 5.

Alternate input device (for example, on-screen keyboard, IntelliKeys or similar device) = 1.

Figure 17 Chart for question 21.



22. What other specific devices do you read PDF documents on? (For example, HumanWare Victor Reader Stream.)

This is an optional question.

Bluetooth keyboard

iPad and iPhone.

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

This is an optional question.

Acrobat Pro.

Browser plugins for PDF.

iBooks, Preview, Internet.

Google Chrome, Microsoft Word (for transformation into DOCX), Balabolka.

Chrome, Kurzweil 1000, Voice Dream Reader.

24. When you access a PDF document in Adobe Reader or Adobe Acrobat, what are your frustrations (what doesn't work for you)?

If you have no frustrations, enter N/A

Table 17 What doesn't work for respondents in Adobe Reader or Adobe Acrobat Pro.

Respondent	Response
10393152538	Often, I'm told that the document has been scanned and is there on the screen, but I get only "blank document" through the JAWS. If I access the document (such as this survey) via my iPhone, things like combo boxes are scrambled or won't open.
10384610172	Slow because it has to open a whole other application in order to see the document. (In order to get all the options I may want to use in Acrobat all reading the document.)
10379358383	NA
10376436893	NA
10373438338	NA
10368557088	n/a
10365314470	N/A
10363192282	time to load
10357403036	I cannot edit/make it readable without an account.
10357290478	NA
10355787490	Forms that I can't fill out and submit. I hate printing to send a form. Table of contents that doesn't jump you down in the document. Scanned documents that are just images.
10355339939	no
10353985641	I really don't like Acrobat, so I use it seldom. Mainly, it renders untagged PDFs quite poorly and doesn't render scanned PDFs to assistive technologies at all.
10353542441	NA
10353355007	NA

Respondent	Response
10353032334	Oh boy... I hate PDFs with a passion, they are the worst thing that has ever been invented for document formats. Epub3 is so much better. Let's just say if the PDF is not tagged, there is an 80% chance I need to OCR it just to make sense of what it says. It's impossible to edit PDF documents in any application. I have never ever seen a properly tagged PDF form. I can never figure out how to make Adobe PDF reader switch pages reliably on large documents and having it load the document is very slow. Adobe reader crashes quite often Signing documents without a sign button is impossible You need the paid version of Adobe Reader to tag documents It's impossible to tag a document properly with Adobe DC with a screen reader Too often PDFs have no spaces, so the content looks like this
10352939128	Correctly tagging tables and lists.

25. When you access a PDF document using another application what are your frustrations?

What doesn't work for you? Please describe giving the name or names of the applications. If you have no frustrations enter N/A

Table 18 What doesn't work for you when using other PDF readers.

Respondent	Response
10393152538	N/A
10384610172	N/A
10379358383	N/A
10376436893	N/A
10373438338	N/A
10368557088	N/A
10365314470	Format lost
10363192282	again load time, but sometimes with a learning management system such as Blackboard the pdf is stuck at a size on a pc and not expandable, especially irritating when its a doc to pdf
10357403036	I cannot always make it readable. in any application.
10357290478	N/A
10355787490	N/A
10355339939	No
10353985641	In Google Chrome, some PDFs are not rendered, either, and there seems to be no particular reason besides that if they are scanned.
10353542441	N/A
10353355007	N/A
10353032334	LaTeX does not export tagged PDFs in any application. (See my comments in the last question as well) Kurzweil 1000 doesn't always OCR tables properly Chrome loses all tables and does not read tags at all
10352939128	N/A

26. What does work well for you when you open a PDF document in Adobe Reader or Adobe Acrobat?

Please describe. If nothing works enter N/A.

Table 19 Responses about what does work when reading PDFs in Adobe Reader/Acrobat.

Respondent	Response
10393152538	If the document opens properly, it is usually very easy to read and/or skim.
10384610172	A lot of options.
10379358383	N/A
10376436893	N/A
10373438338	N/A
10368557088	N/A
10365314470	Format, navigation
10363192282	N/A
10357403036	I can comment and I can take notes easily. I can also use TTS. I can also Highlight.
10357290478	N/A
10355787490	N/A
10355339939	No
10353985641	Quick nav keys, if the file is properly tagged
10353542441	N/A
10353355007	N/A
10353032334	I can read the dialogues that pop up I can read the characters sometimes If the PDF is tagged, I can read the document pretty well.
10352939128	N/A

27. What does work for you when you open a PDF document in another application? Please describe giving the name or names of the applications and what works for you.

If you do not open PDF documents in another application, enter N/A.

Table 20 Respondent's answers for reading PDFs in another application.

Respondent	Response
10393152538	N/A
10384610172	N/A
10379358383	N/A
10376436893	N/A
10373438338	N/A
10368557088	N/A
10365314470	Sometimes format and navigation
10363192282	N/A
10357403036	I can use TTS and comment as well as highlight and the like.
10357290478	N/A
10355787490	N/A
10355339939	No
10353985641	Microsoft Word tries to do its best to read and format, then OCR (if it can't read the text). Google Chrome renders PDFs as HTML environment if they are well tagged.
10353542441	N/A
10353355007	N/A
10353032334	Kurzweil 1000 adds spaces and OCRs Voice Dream Reader handles large PDFs very well Chrome is great for a short read
10352939128	N/A

28. This question is specific to the accessibility of PDF forms.

Please describe your experience accessing PDF forms. What works for you, and what does not work for you? Where are the problem areas?

Table 21 How accessible do you find PDF forms?

Respondent	Response
10393152538	Again, most problems come when I try to open a PDF file; either it opens but is not compatible with my speech/screen reading program, JAWS, or it opens, but internal parts such as combo boxes, checkboxes etc are not interfaced properly with keyboard commands, such as arrow keys. If a file opens properly and has been tagged properly, then there are no problems and all goes quickly and efficiently.
10384610172	Sometimes it's difficult to know what format they want month/day/year in a form.
10379358383	N/A
10376436893	NA
10373438338	NA
10368557088	NA
10365314470	N/A
10363192282	I work on lots of pdf forms and oversee a team which does even more. Many are scans of articles/books, the rest are x to pdf. I can accept that a scan take effort to tag, read, alt text... but when a word to pdf requires work it is frustrating. My current nemesis is latex to pdf
10357403036	The form is not always fillable.
10357290478	NA
10355787490	Frustrating: Tables not built correctly. Basically untagged documents are a waste of time. Scanned PDFs that are just images.
10355339939	no
10353985641	the main problem area is that for me too few documents contain accessible fillable forms. Actually, I did fill a couple forms in PDFs in my entire life so far, and that's the greatest problem.
10353542441	NA
10353355007	NA
10353032334	It's extremely rare that a form has labels always in the correct place After alt-tabbing back to a PDF form, the form does not accept input, you need to tab and shift + tab to get back to the place you were Frequently fields are labeled wrong
10352939128	Frustrations with tagging forms.

29. What would improve access to PDF documents for you?

Please be as specific as possible with regard to product names and the improvements you are looking for.

Table 22 Elements that would improve the accessibility of PDFs.

Respondent	Response
10393152538	I would like all PDF documents to work like Survey Monkey, where checkboxes, combo boxes and the file in its entirety can be accessed, read and filled in as necessary and without a lot of juggling, searching for keys that work or backtracking to try to make sense of what has been partially read or read in a garbled manner.
10384610172	N/A
10379358383	N/A
10376436893	N/A
10373438338	N/A
10368557088	A true and separate accessibility layer. A true and separate text layer. Both need to offer complete access and editing. Allow complete editing of the tag layer.
10365314470	For the time being PDF documents work for me reasonably well
10363192282	I think an issue would be with encoding issues which sometimes are not remediable. If someone uses a weird font on a mac, or some math font in Word and it is encoded properly, and screen readable in that program, why can't the encoding and font transfer, or if it must be a new font at least the info transfer (whether that info in the back is unicode or whatever)
10357403036	If they were all readable and editable. If you could use TTS with all of them.
10357290478	N/A
10355787490	PDFs should be more like HTML because of the ubiquity of the web, but still be an easy format to use. Navigation should be easy. I should be able to skip past parts of the document.
10355339939	contrast in the document
10353985641	First of all: accessibility is in the heads more than in the tech. I.e., if document authors add text, properly tag their documents, develop fillable forms, basically everything is quite OK with the assistive technologies and software, at least, on Windows.
10353542441	N/A
10353355007	Improved/accessible authoring tools with a UI designed for end users, not the technologically proficient.

Respondent	Response
10353032334	If Adobe, Kurzweil 1000, and Chrome fixed the issues outlined on the last page. If PDFs went away and Epub3 replaced them
10352939128	Better PDF remediation software that wasn't exorbitantly expensive.

30. Additional comments (this is an optional question).

Only a few respondents answered this question. If their identification number is not in the following table, they had no additional comments.

Table 23 Additional comments on PDF accessibility.

Respondent	Response
10393152538	Strides have been made in making PDF files more accessible to screen readers, but a lot of work still needs to be done and explanatory documents/pamphlets for people with disabilities could be made more available so that we can explain to providers, school officials, etc how to correct things.
10353985641	Unfortunately, we have no appropriate legislation (unlike the United States, for example), but I hope we will one day, because this way lots of data would become accessible: all of the school textbooks are downloadable in PDF in Ukraine (there is a law about it); airline and train tickets, bank invoices and payment confirmations, various document forms - everything can be accessed in PDF already, but the accessibility of the documents varies greatly.
10353355007	Adobe is still lagging regarding accessibility and the ability for average, everyday users to create accessible documents from their products.
10353032334	I hate PDFs with a passion and never ever submit PDFs to anything if I can help it. EPUB is so much better in every way.