

ProQuest Response to MSU Usability/Accessibility Research and Consulting's "ProQuest Dissertations & Theses Global Preliminary Accessibility Evaluation"

ProQuest is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all ProQuest pages comply with web accessibility guidelines. Due to the long history, scale and complex nature of ProQuest content and services, this is an ongoing effort, so we appreciate feedback on how we are doing.

Accessibility at ProQuest

At every stage of development, ProQuest code is checked for accessibility using a range of automated and manual checks, including testing with JAWS and other screen readers. When accessibility issues are identified, they are evaluated, prioritized, and slotted for resolution. (See ProQuest's [Accessibility Statement](#) for additional details on standards, tools and processes.) [VPAT](#) and [WCAG](#) statements for the ProQuest platform (which includes ProQuest Dissertations and Theses Global) are regularly updated and posted in our publicly available [Accessibility Directory](#). Inquiries about specific accessibility issues can be directed to us [here](#).

Accessibility Evaluation Response

ProQuest has attempted to verify all issues mentioned in the MSU UARC Preliminary Accessibility Evaluation. In response, we have identified several instances of accessibility issues as well as usability improvements which we plan to address. In other cases, we were unable to reproduce the issue with the information provided, and in still others, we were only able to reproduce it in a single browser/screen reader combination.

Dissertations Content Accessibility Response

ProQuest has been publishing bound dissertations since 1938, and digitizing them since 1996. Our ProQuest Dissertations and Theses (PQDT) product includes documents that have been digitized from film and paper as well as PDFs provided by thousands of authors. We do our best to provide the highest quality digital documents possible, and improve our processes over time. For dissertations digitized from hardcopy, we are constrained by the condition of the original copy and the OCR technology available when it was digitized. Recently submitted dissertations are nearly all "born digital" and follow the templates and formatting requirements of the degree-granting institution. ProQuest does not change the author file beyond inserting one ProQuest publisher page.

As part of our ongoing efforts, ProQuest will be working with our partner schools, including members of the BTAA, to share best practices for creating accessible documents with graduate schools and dissertations authors.

Questions?

We welcome your [questions](#) or suggestions about this education effort or any specific accessibility concerns.