

Accessibility Roadmap

Vendor/Product Information

Vendor Name	ProQuest
Product Name	Alexander Street Video Platform
Product Version	Q4 2025
Completion Date	November 2025
Contact Name/Title	Sarah Brennan / Product Manager
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Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Missing captions for <5% of video.	Open	Planned	Ongoing		1.2.2 Captions (Prerecorded) (Level A) Captions are available for all videos with transcripts (approximately 95% of videos), as captions are generated from the transcript files. Alexander Street aims to provide transcriptions for as much video as possible. Time-synchronized transcripts are provided for approximately 95% of all videos. Exceptions include non-English films (non-English languages are not currently transcribed) and videos containing mostly music (transcripts are limited to speech within the video and do not include an alternative textual presentation of the music).

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Missing audio descriptions for video content.	Open	Planned	Ongoing, audio descriptions provided on request.	Audio descriptions may be requested by users. Upon request, audio descriptions will usually be created within 14 days.	1.2.5 Audio Description (Prerecorded) (Level AA) We continue to add increasing numbers of audio described versions of our video annually. Customer requests are not the only audio described video that we have. We have proactively added audio description to a selection of our highest-used titles, and we will continue to advocate with our publisher partners for them to provide audio descriptions of their video titles.
Text appears in images (i.e. covers of video titles)	Open	Deferred	N/A	All important identifying information that appears in images, like title text, producer, (etc.) is repeated with text along with the video record.	1.4.5 Images of Text (Level AA)
The site is not coded to identify changes to language in the content.	Open	I/P	N/A		3.1.2 Language of Parts (Level AA)
Missing form label on search box	Closed	Closed	Fixed and released Q2 2025		2.4.6 Headings and Labels (Level AA)

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
ARIA authoring issues on the sign in button, sort by drop-down, and three dots that link to sign in at bottom right corner of each video.	Closed	Closed	Fixed and released Q2 2025		WAI-ARIA authoring practices
Redundant title text	Closed	Closed	Fixed and released Q3 2025		Best Practice
JAWS is not able to read each video's title on video teaser cards	Open	Planned	Q4 2025		2.4.4 Link Purpose (Level A)

Additional Information