# PDF Case Studies

Retire, Recreate, Remediate…You choose.

## Case Study 1

This document is going to be used in a class of 90 students. The instructor is trying to update some of the downloadable files to make sure they work with Read & Write. No known students with visual impairments are participating in the course this coming semester. The document is provided to you a mere 3 weeks before the beginning of the semester by the instructor asking for advice on what to prioritize to make the document accessible. What questions would you ask? What advice would you give and why?

## Case Study 2

This document is going to be posted to a university webpage where anyone will be able to download it at any time. This document is not expected to change frequently but could change about once per year. It’s being shared with you 3-months after it was first posted online because an end-user reported that the document wasn’t “accessible”, but with no further information provided. A representative from the team is reaching out about how to get started. What questions would you ask? What advice would you give and why?

## Case Study 3

This document was originally posted as a required homework assignment through the learning management system. A student emailed it to disability services asking for help getting the file to read aloud with VoiceOver. Disability services reached out because they don’t have anyone with that expertise on their team. They are looking for what to do to get it to work as quickly as possible since the student needs to use it to complete a writing assignment due in the next 2 weeks. What questions would you ask? What advice would you give and why?

## Case Study 4

An instructor who is redesigning a course for an online asynchronous class has been told the class cannot launch until all the files pass an appropriate accessibility checker (for examples, Word docs must pass MS Office Accessibility Checker, PDF must pass Adobe Acrobat checks, etc.). You’ve been asked to provide hands on support with training and remediation. You’ve just started on a file. What questions would you ask the instructor? What advice would you give and why?