EBSCO Publishing, Inc. ("EBSCO", "our", "we") is pleased to have been selected as part of this unsolicited assessment. Within our EBSCO*host* product suite, we actively seek to create products that are accessible to all of our registered users and welcome their feedback as to what brings us closer to meeting their needs. In addition, we monitor evolving U.S. accessibility laws and regulations so that we can take reasonable steps to proactively address applicable accessibility issues in our software release lifecycle. However, readers of this response should know that all of the enclosed comments and statements are not, nor should they considered, standards, guarantees or promises. It should also be noted that standards of measurement and performance are developing and are based on assumptions.

Our corporate philosophy involves a defined approach to continuous improvement, both in product and process development. In this spirit, we maintain relationships with several industry-leading, accessibility organizations and they periodically assess, review and provide findings reports on the accessibility of existing and new system features. Additionally, our user research team conducts usability studies to understand the user experience, what features elicit feelings of success and accomplishment and areas for further enhancement. These findings are then written into our software development requirements as enhancements, and subsequently scheduled for release into the EBSCO*host* release cycle.

EBSCO takes reasonable steps to conform to current U.S. accessibility laws and regulations applicable to its products and services. However, since we are database aggregators, we do not create or control all of our content; in fact, some of the content we provide is publisher-supplied content. For example, some of the video content we provide is publisher-supplied and may not be captioned. As such, we are actively engaging our publishers via existing relationships to increase their contents' compliance with current U.S. accessibility laws and regulations; however, if publisher-supplied content is non-conforming on EBSCO*host*, it is also non-conforming on any other, similar platform or service. As a best practice, EBSCO maintains product roadmaps for future implementations, which do include some areas for improvement that are mentioned in the Big Ten's Academic Alliance audit report.