

Details

How Jotform Is Making Forms Accessible for Everyone with Alper Donmez - Bonus Episode with Jotform

In this episode, I chat with Alper Donmez, VP of Quality Assurance at Jotform, about how the platform is building accessibility into every layer of the form creation and form filling experience. You'll also hear what Jotform's built-in accessibility checker catches that you might not expect, how the team supports users who rely on screen readers and keyboard navigation, and why accessibility should be the starting point of your process rather than a final checklist. If you want to learn more about making forms accessible for your school community, this episode has you covered!

Show notes: <https://classtechtips.com/2026/08/21/making-forms-accessible-bonus/>

**Making Forms Accessible*

Introduction

Hello there, my name is Monica Burns and welcome to today's bonus episode of the Easy EdTech Podcast!

If you're used to joining me on Tuesdays for new episodes, you are in for a treat. This is a special bonus episode of the podcast in partnership with Jotform.

Just like on Tuesdays, these bonus episodes are designed to give you ideas you can try yourself, share with a colleague, or bookmark for later in the school year.

If we mention something you'd like to check out, you'll find the link to it in the show notes. So don't forget to head to my website EasyEdTechPodcast.com for all of the links and resources from today's episode.

Intro Sponsor Message

This episode is part of a special bonus series presented by Jotform.

Jotform is an all-in-one platform that helps educators simplify everyday tasks, from collecting student information and managing permission slips to creating surveys, quizzes, approval workflows, and more.

With easy-to-use, no-code tools and thousands of customizable templates, Jotform makes it simple to move paperwork online, automate routine processes, and keep information organized.

Educators can save up to 50% on eligible Jotform plans. Visit jotform.com/education to

learn more

And a quick note, this episode is part of a special bonus series. You can find the video version exclusively on Jotform's YouTube network.

Today's Intro

On today's episode, I'm chatting with Alper Donmez from the Jotform team about a topic that doesn't always get the attention it deserves, which is accessibility in digital forms. Alper is the VP of Quality Assurance at Jotform, where he leads quality assurance strategy across all of their products, including manual testing, automation, and their dedicated accessibility team and has spent the past four years deeply focused on accessibility. Whether you're creating permission slips, feedback forms, or registration forms for your school community, this conversation will change how you think about who can and cannot access what you're building.

Middle Sponsor Message

A quick note from the presenter of today's episode, Jotform.

Jotform helps educators create online forms for student surveys, assignment submissions, quizzes, permission slips, and much more.

Build your own form in minutes with Jotform's no-code form builder, or get a head start with thousands of free templates designed for teachers, schools, and districts.

Educators can save up to 50% on eligible Jotform plans. Visit jotform.com/education to learn more.

Episode Transcript

Monica Burns:

Welcome to the podcast. I am very excited to chat with you today about how Jotform is making forms accessible for everyone. And before we get into all of that, can you share a bit with listeners, what is your role at Jotform? What does your day-to-day look like?

Alper Donmez:

Okay. First of all, thanks for this opportunity. I'm always happy to talk about accessibility. My name is Alper Namas. I am the vice president of quality assurance at Chatford. So my role is mainly responsible about responsible about product quality. So we are looking for if our products are usable, if they're reliable, if they're accessible, and if they have high quality before they are just going launch to our users.

So me and my team, we are leading the PA strategies across all of our products, which includes the implementing new testing methodologies, automation strategies. And we are trying to improve the manual testing and also make sure that our release quality continues to improve and the product grows as well. So on a day-to-day basis, I have a meeting with QA teams, which we have three, like the manual testing team, automation team, and accessibility team. I work closely with them. And also I have a meeting with developers, product managers, sometimes designers or other stakeholders. So the big part of my work is working through on the bigger quality risks because we need to foresee this and identify them before they are happening. And so we also prioritize the big problems and if they are affecting the customers and making sure that the right teams are aligned with the solutions. So actually this is my day-to-day tasks I

Monica Burns:

Can say. A lot of conversations, a lot of check-ins, a lot of people who are, I guess, sharing their perspectives and what they're seeing. And accessibility is such an important topic and it's one that doesn't always get the attention it deserves when it comes to digital tools. So what does accessibility mean to the team at Jotform? Why has it been a priority?

Alper Donmez:

Okay. Yeah, actually we are right about it. And accessibility is a new topic for me because I've been working in a quality section 15 years, but accessibility journey started with four years when I joined Chatford. So I'm always happy to learn about accessibility and talk about accessibility. So for us, accessibility means that making sure that everyone can use the digital products that we are building regardless of their abilities or the technology they use. Because Jotform is used by schools, universities, nonprofit organizations, healthcare organizations, and also other businesses. And these teams, these organizations collect the information, very critical information through our forms, like the registration, applications, feedback, maybe little service. So if there's any problem with the accessibility, then it can create a real barrier for someone and we don't want this. So this is why accessibility is not only a technical requirement for us, but it's also inclusion and equal access for us.

And also within the increasing of the regulations and accessibility expectation all around where it has become even a bigger priority for us because many of our customers, they are serving in the education, healthcare and government, so they need to meet standard like VCAC and other accessibility regulation. So our responsibility is not like a provide a form builder to them. Our responsibilities help our users that they created digital forms which are more accessible.

Monica Burns:

And just that idea that all the industries you support, like you mentioned, education, healthcare, they have so many different stakeholders who they're collecting information from and they need to be able to get that information from the person. And you alluded to some of the regulations or some of the things that have come along the way in terms of expectations for what accessibility looks like. So all components of this and no wonder it's such a priority for you all. So can you walk listeners through what Jotform has built to help create accessible forms? What does that experience look like for someone building a form?

Alper Donmez:

So actually our main goal is to make the form building process simple. So while we are also guiding our users towards better accessibility, because when someone create a form, they can use the form fields like the name, email, address or dropdowns, maybe file upload and many others. Behind the scenes, our aim to make sure all of this field support to access with the best practices, like proper labels, proper labeling is very important and also keyboard navigation, security.

Alper Donmez:

Their support and also logical form structure. We are trying to have this in our internal testing. So another important improvement is also for color contrast and also Teams because Platform is like one of the color teams and the visual size, visual site. So we have been working on a new form color contrast teams because they need to stay within the contrast ratios. We are not expecting our users to calculate the contrast ratios themselves because we are trying to help our users to create forms which are actually visually appeal and also easier to read and understand. And finally, we also provide an accessibility checker that helps form creators to check if there is any accessibility issues while they're building their forms and if there are potential issues, because we try to give them guidance directly inside the product. So the goal is to make accessibility is more easier and more practical for the everyday users

because we can't expect all of our users know all of the access with the technical guidelines and the rules. So this is our aims.

Monica Burns:

That's such a good point because I would say for myself as more of a generalist in terms of my education work, I am not an accessibility expert. There's certain things I know about color contrast like you mentioned or other pieces or alt text if I'm building out a blog post, but it's not my area of expertise. I've played around with the accessibility checker like you mentioned and it's really powerful and it also, I think, would open up someone's eyes to what it means for a form to be accessible, what to even look for yet Jotforms, accessibility checkers doing that heavy lifting for someone who doesn't need to become an accessibility expert. So as you mentioned, it flags those issues. Can you share a couple of things? I know we talked about a couple already, but can you share a couple things that it catches that someone might not expect?

Alper Donmez:

Sure. Yeah. Actually before our new accessible checker, we had another scale for accessibility, but this is using the new technologies and new libraries that are used widely around the world. So the accessible checker basically worked. It revealed the forms and identified the issues affect any accessibility. So for example, it can catch the labeling issues.

If there's any missing or unclear labels for the fields, we can catch it or missing alternative text or images or like a color contrast. If there's any color contrast issues, accessible checker can discover it. Or sometimes if we are talking about forms, there are some heading structure and if there is any incorrect heading structure, our accessible checker also catches these issues as well. Or if they're a problem within the buttons or links or there are required fields if they are not clearly communicated and some issues that if it's affecting the keyboard navigation perhaps can also catch it as well. So what I like about this approach is we are giving these common issues while the creator, form creator is building the forms, because after sharing the forms, it would be very difficult for them to fix these issues there. And also checker also makes accessibility is very practical, which is our aim that because we can't expect that from our customers as well.

And instead of asking every form creator to understand each accessibility rules or the guidelines, we are just giving them to this tool so they can just check their forms and see the common issues that they have. Of course, these kind of tools cannot catch every issues,

But accessibility also needs manual testing, some real user feedback and testing with assistive technologies which we are doing internally and also we are working with the accessibility vendor. But this checker is a very useful first layer. So it helps creator to catch many common issues before sharing the forms.

Monica Burns:

And just that idea that it really empowers someone who knows accessibility is so important, is creating something and maybe is hesitant to make something because they know they need something that hit certain accessibility guidelines. Now they have this built-in tool, this support. And I found as I was playing around with it, there were things I just wouldn't have thought of that now when I go to build another form, I'm like, "Oh, right, I need this." So it's also building some capacity I think for people who may not have that vocabulary, who may not understand the nuances of pieces. Now they're just better informed for all the things that they're doing in digital spaces. Now you mentioned about assistive technologies and I want to ask you a little bit more about that. How does Jotform support users who rely on assistive technologies like screen readers or alternative input devices?

Alper Donmez:

Okay. So first we care a lot about the form fields and the labeling because the labels need to be clear and properly the connected to related fields. So it's like they're helping users to exactly what information is expected from the labels. It's very important for us. And we are giving this 100% for our customers that they can give any labeling system, but sometimes our user changing the label and they can create a problem with that. But as labeling is very important. Keyboard accessibility is also another important thing for us because not everybody uses a mouse or they are using the keyboard. So we are doing internal testing through the keyboards through the forms because user can able to move through the keyboards and the errors. Another important area is the error handling. For example, if there's any required field on the form and if you missed it or if you just enter an incorrect Value in it, our error mechanism just give a link to the field which is incorrect or missing. This is very important because we need to do this. We also, for example, lately made a recent improvement on the signature field, which is mostly used one of the field that we are serving our customers. Before that, it does only have a drop option, but not everybody can use the mouse. Right now we enable the type option so that people can just write their names or initials to it to just sign the form. And so overall, actually our focus is making the form building is easier for our customers and easier to complete the people using different assistive technologies like the keyboards or maybe just they are using screen readers. Okay.

Monica Burns:

It's interesting to think about both roles here, the person who's creating a form and all the support that they're getting with that accessibility checker in particular and then the person who is filling out that form and all the support that they're getting when they're using an assistive technology, when they're using something that may be different than a good chunk of the users filling out that form, there may be five, 10, a hundred people in a school or district community who really need those extra support. So thinking of a school or district, for a school or district who has accessibility on the mind, who's thinking about what this looks like across all of their digital communications, not just forms, what is a mindset shift you'd encourage for them as they're tackling the challenge of making sure everything is accessible for their community?

Alper Donmez:

Yeah, actually it's just very important. And also in education, every digital communication matters like a form, a PDF, an announcement maybe like a permission or feedback. So these are the main way a student or a parent just interacts with the school. So the biggest mindset shift should be they need to stop thinking accessibility as a final checklist. They need to start this beginning of their process. It should be the beginning because so the question should not be the, can we fix accessibility later? Actually it should be, how can we fix it before we just release the forms or release the announcement? So I would encourage schools and districts to think accessibility is like a benefiting to everyone, not for only the people with disabilities because a clear language, like a good structure and readable design labeling system would help user guests with disabilities. Yeah, it helps user with disabilities, but it's also help parents who don't like the technologies or who are trying to fill the forms through their mobile devices or maybe who are working a second language. We need to also think this. So accessibility is not only compliance, but I think it's a better way of communication. So yeah, they need to start this. How can we make this accessible before just sending it to the teachers or the parents maybe or the students?

Monica Burns:

Okay. Just leading with that, having that mindset that this is how we start our process. We start with accessibility in mind and what you shared about the compliance component, right? Yes, of course we want to be compliant, but that's not the only reason to consider this. Having things that are easy to read, easy to consume, easy to fill out regardless of the device someone might use, you are supporting so many different people in your school and district community when you have accessibility in mind, when you're leading with this as part of your creation

process for really all of the digital communication forms included is definitely a piece of it. So you mentioned a bit about the assistive technology components, some of the work that's happening there with other devices. What's next for Jotform when it comes to accessibility? Are there new features or improvements on the horizon?

Alper Donmez:

Yes. So accessibility is an ongoing journey for us because it's not possible to, because Jotform is growing, so we need to also check the accessibility while the Jotform is growing. So right now our main goal is to create the form builder process and the form filling process is more accessible. And then since Jotform is more products like Jotform Sign, Jotform apps, AI, smart PDF, we will also try to increase our accessibility level for the other products as well. And also we will try to implement accessibility checker for other builder products like this. For example, if you are building apps, we will also try to implement our new accessible checker to this because user can also see the possible issues while they're creating other products as well. And also the second one is we are working on our VPAD repository. Right now we only have vPad for the form site, but in a while, I think we will have another VPED for other products as well because this helps customer to see our transparency and also documentation and they want to see the level of the accessibility for the other products as well.

For example, if they align with the accessibility standards, they will check this through our VPADs and also we will be renewing our VPEDs maybe in a yearly basis because we are working with the external vendor and we also signed our contract an extended a year. So we will be having our audits for different products. We will have a remediation and validation as well. So this will help us to see the issues systematically and Also we are learning from them because they're cool guides to us. And also I can say that short answer is build the internal accessibility team, we build the internal accessibility team, which is also like they're testing our products and features internally. We are going through audits validations and we are trying to increase our accessibility automated checks. And also accessibility will be like being a constant across different products in Jotform as well. So this is what is next for us when we talk about accessibility, but maybe more because sometimes it depends on the regulations as well. Right now it's like a VCAC 2.1, maybe they will say that it's VCAC 2.2, then we need to deliver this as well.

Monica Burns:

I mean, it's a lot of pieces and a lot of things you mentioned on the horizon, part of that being meeting the compliance, but also making sure things are streamlined for a user who has had

great success, say with the accessibility checker in one part of their work, I'm sure is craving it to pop up in other areas too. So we've talked about a few different things today that educators might keep in mind as part of their planning, some of their mindset shift, some of the things they could open up and try out today with Chatforms accessibility checker. For an educator who's listening who wants to make their forms more accessible starting today, what's the first thing you'd recommend they do?

Alper Donmez:

I think the first thing I would recommend, they need to start by reviewing the form from the form fillers perspective. So they need to ask these questions to themselves. Are the questions are clear? Are the labels understandable? For example, can someone fill this form without a confusion if it's the form easy to follow? And also then after asking this question, they can just start using our accessible the checker to see if there are any other issues on their forms. So I would also recommend them to keep the form simple because avoiding the unnecessary fields is important using the clear section titles and they do not rely on the color because visual forms are great, they need to consider the contrast issues as well and making sure that the required fields are defined clearly. So if they are explained, they should be clearly explained. And also for example, we are doing this while we are testing a new feature or a new field.

We are trying to fill the form with just the keyboard. We are trying to reach every field on the form with the keyboard because if we cannot move through the keyboard, then someone else also have a problem with going through the keyboard.

I think these are some recommendations that I can give right now, but yeah, that's all.

Monica Burns:

And no, just that idea of being super clear, knowing your intention, reviewing with your audience or who you're sending this to in mind. And I love that extra piece about the keyboard. If you can go through this with the keyboard, if you've really made sure your sections are clear that what people are asking for is clear, you're then in a great place to try out the accessibility checker and have something to send out to your group. So this has been such a fantastic conversation on accessibility in general, what people should consider with form creation, what Jotform is doing here in this space. For anyone who wants to learn more, who's curious about this topic, where can people connect with you? Where can they learn more about your work?

Alper Donmez:

Okay. So my name is Alper Donmez and people can connect me through LinkedIn. I'm always happy to meet with the people who are interested in quality and accessibility. And for the other accessible related questions and information if they are looking for, they can just send an email to accessibility@jotform.com. Our team can be reach out through this email. We can always give a response to this and we love to give response to this audience or the customers or the users for accessibility-related questions.

Monica Burns:

Perfect. Well, thank you so much for your time for sharing all of these great strategies and really actionable information with listeners today.

Alper Donmez:

Okay. You're welcome. Thank you.

So let's make this EdTech easy with some key points from the episode...

Stop thinking of accessibility as a final checklist and start making it the beginning of your creation process.

Use Jotform's built-in accessibility checker to catch common issues like missing labels, color contrast problems, and heading structure errors while you build.

Keep forms simple by using clear labels, section titles, and only the fields you truly need.

Remember that accessibility benefits everyone, including parents who aren't comfortable with technology, mobile users, and people working in a second language.

Remember, you can find the shownotes and the full list of resources from this episode on EasyEdTechPodcast.com including all of the ways to connect with the team at Jotform.

Outro Sponsor Message

A big thank-you to Jotform, the presenter of today's episode and this special series. If you want to watch the video version of this episode, you can find it exclusively on Jotform's YouTube network. Just head to YouTube and type Jotform in the search bar.

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Outro

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Episode Resources

- Connect with Alper Donmez on [LinkedIn](#)
- Learn more about [Jotform](#)
- Send questions about Jotform's accessibility to accessibility@jotform.com
- Links to Jotform's accessibility resources:

<https://www.jotform.com/help/chapter-21-creating-accessible-forms/>

<https://www.jotform.com/help/how-to-run-an-accessibility-scan-on-your-form/>

<https://www.jotform.com/help/how-to-run-an-accessibility-scan-on-your-jotform/>

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