Service Statistics for Presentation to CPSLD

Statistics are for all requests made to CILS for alternate formats from the period of April 2011 to March 2012 compared to the same period in 2010/11.

	Requests Fulfilled 10/11[1]	Requests Fulfilled 11/12[1]	Fullfilled From Collection	Active Students Served (Over 2 Years)
B.C. Institute of Technology	517	202	104	70
Camosun College	138	303	230	99
Capilano University	14	40	8	10
College Of New Caledonia	47	89	50	29
College Of the Rockies	28	82	72	22
Douglas College	243	282	120	73
Emily Carr University of Art & Design	9	19	6	15
Justice Institute of B.C.	2	17	3	6
Kwantlen Polytechnic University	160	160	78	73
Langara College	131	107	33	53
Nicola Valley IT	0	0	0	0
North Island College	166	232	206	82
Northern Lights College	53	114	15	30
Northwest Community College	33	40	22	21
Okanagan College	395	1338	1092	159
Royal Roads University*	3	0	0	1
Selkirk College	17	215	131	34
Simon Fraser University*	24	49	12	18
Thompson Rivers University*	115	101	35	63
Trinity Western University	0	1	1	1
University of British Columbia**	8	21	21	18
University of the Fraser Valley	176	181	62	89
University of Victoria*	0	0	0	0
Vancouver Community College	70	29	10	39
Vancouver Island University	4	14	13	12
TOTAL	**2353**	**3636**	**2324**	**1017**

*Provides fee for service

**Provides reciprocal sharing via the Canadian Association of Educational Resource Centres for Alternate Format Materials (CAER)

1. Requests are fulfilled from the CILS collection or a loan from our partners or production of the material at CILS.

About CILS

CILS is located at Langara College and funded by the B.C. Ministry of Advanced Education and Labour Market Development to provide information services in alternate formats for B.C. post-secondary students with print disabilities.

CILS provides accessible learning and teaching materials to students and instructors who cannot use conventional print because of disabilities in a centralized way thus saving Institutions the expense of producing or procuring the accessible materials themselves.

CILS serves those clients who cannot use conventional print due to visual impairments (including blindness), learning disabilities, physical limitations, neurological impairments and multiple disabilities.
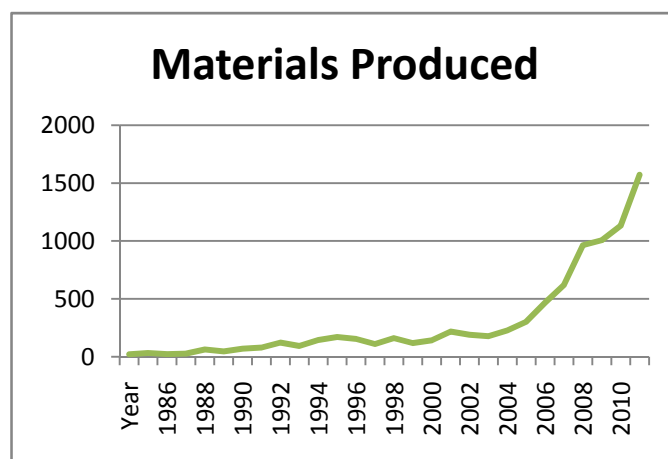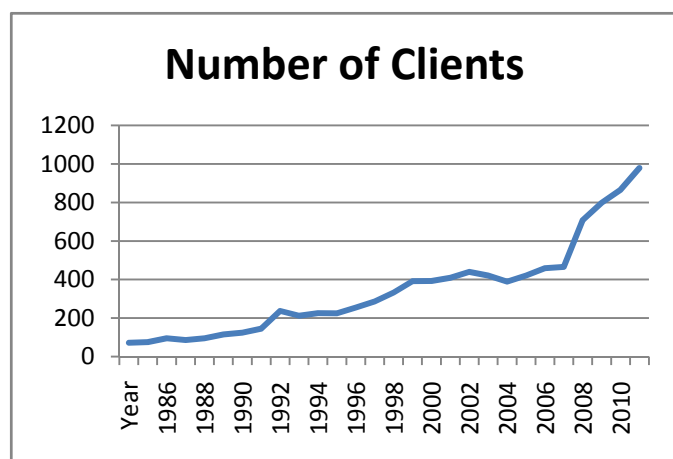
CILS can provide alternative formats for textbooks, coursepacks, journal articles, online sources, tests & syllabi and library material.

Statistics in Context (CILS Mandated Institutions)

In 2011/2012 of the 3565 fulfilled mandated requests **64%** were completed using the existing CILS collection. To fulfill requests not in the CILS collection CILS produced 1411 alternate formats. CILS Production has increased **202%** over 5 years: from 466 in 2007/2008 to 1411 in 2011/2112

The CILS Student base has increased **58%** over 5 years: from 620 in 2007/2008 to 979 in 2011/2112

CILS Requests have increased **220%** over 5 years: from 1114 in 2007/2008 to 3565 in 2011/2112

CILS converted approximately 262,700 pages of print into alternate formats from April 2011 to March 2012.

The following **productions, range of costs and estimated turn around time range** are for various alternative formats produced at CILS during the period from **April 2011 to March, 2012:**

Format	Produc-tions	Description	Estimated Cost	Estimated Turn Around Time Range
Large Print	1	Photo-enlarged text on paper	$100 – $1,000	1 to 14 days
Text Readable PDF	751	Text Readable PDF includes both a picture of the page as well as the page's complete computer readable text, and is therefore suitable for text-to-speech output.	$200 – $2000	1 to 7 days
E-Text	237	Any computer readable text file. E-text can be easily enlarged for students with low-vision; however, it is often most useful in that it can be converted to audio for visually impaired or learning disabled individuals. Not only does e-text serve as a source for digital audio (mp3), but it may be converted to audio on-the-fly on most computers using text-to-speech software such as Text Aloud or ReadPlease, or by a screen reader such as JAWS.	$200 – $5000	1 to 30 days
Kurzweil	7	Kurzweil is a proprietary format that requires the Kurzweil 3000 software package. Kurzweil 3000 enables a user to use scanned printed material outputed as displayed text synchronized with a synthesized voice.	$200 – $3000	1 to 30 days
Digital Audio (MP3)	397	An audio recording generated with a synthesized or computer voice. Encoded and distributed in the common MP3 digital audio format, and playable by any MP3 enabled device such as an iPod or computer.	$300 – $4,000	2 to 31 days
Full Text Synthesized Voice DAISY	6	This talking book format allows users to navigate the text by chapters, section and page number. DAISY talking books can be played on a computer or on a portable DAISY player. These types of book are useful when full navigation and full text is required such as in different types of manuals.	$300 – $5,000	2 to 45 days
Human Voice DAISY	12	This talking book format allows users to navigate the text by chapters, section and page number. DAISY talking books can be played on a computer or on a portable DAISY player. Human Voice DAISY produced at CILS does not include full text.	$500 – $10,000	3 to 90 days
Total Productions	1411			

If you have questions feel free to contact us at:

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