



Service Statistics for Presentation to the Disability Articulation Committee, May 2010

LANGARA
COLLEGE

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
- multiple disabilities

CILS provides alternative formats for textbooks, coursepacks, journal articles, online sources, tests & syllabi and library material.

This report covers statistics from the period of April 2009 to March 2010.

Student Body Profile

CILS had **799** active students. These students are enrolled at BC publicly funded colleges, institutes, and newly-mandated universities that emerged from previously eligible post-secondary institutions.

The distribution of disability type amongst CILS' students is as follows:

- | | |
|------------------------------------|-----|
| • Learning disabilities | 60% |
| • Blindness and visual impairments | 18% |
| • Multiple and other disabilities | 14% |
| • Physical disabilities | 8% |

Student Disability Categories

Print impairments include all types of perceptual disabilities related to the use of print and include blindness, visual impairments, learning disabilities, some physical disabilities, some multiple disabilities and some neurological disabilities. Eligible students are identified and assessed by disability coordinators at the institutional level before they can access CILS' services.

INSTITUTION	Learning Disabil.	Visual Impairmts	Blind	Physical Disabil.	Multiple	Others	TOTAL
BC Institute of Technology	23	3					26
Camosun College	65	10	1	4	6	5	91
Capilano University	1	5				3	9
College Of New Caledonia	21	5		3	2	6	37
College of the Rockies	14						14
Douglas College	34	10	3	2	1	5	55
Emily Carr University of Art & Design	11					2	13
Justice Institute	3						3
Kwantlen Polytechnic University	56	14	2	7	3	2	84
Langara College	31	8	1	6	1		47
Nicola Valley IT							0
North Island College	34	7	2	4	5	5	57
Northern Lights College	20	2		2	1		25
Northwest Com. Coll.	10	2	1	1	2	1	17
Okanagan College	70	15		15	10	21	131
Selkirk College	6	1		3	2		12
Thompson Rivers Univ.	24	13	1	2	3	9	52
Univ. of the Fraser Valley	43	13	3	13	4	12	88
Vancouver Com. College	10	16	1	3	1	1	32
Vancouver Island University	2			2		2	6
SUBTOTAL	478	124	15	67	41	74	799
Percent	60%	16%	2%	8%	5%	9%	100%

Requests from Mandated Institutions and Students

CILS received **2153** requests during the time period April 2009 to March 2010. Requests can have many outcomes; they can result in a loan of previously produced materials from CILS or a loan from our partners or production of the material at CILS or a combination of all of the above. For example, CILS will loan an older edition of a requested textbook in alternate formats while producing a new textbook for a student in both electronic text and digital audio (digital audio is created in the cases where the student wants to play their material on a portable device or may not have the technology in place to read the electronic text). Thus in the example, there are 3 distinct outcomes for one request.

In 2009/2010 most of the requests to CILS were fulfilled using the existing CILS collection. To fulfill requests not in the CILS collection CILS produced **1007** alternate formats. Requests were also filled through interlibrary loans. This fiscal year, CILS was able to borrow **150** alternate formats, thus saving time and money. During this same time period, CILS lent **111** productions to other partner institutions, both inside and out of British Columbia.

Mandated Institutions	Requests* 2008/09	Requests* 2009/10	Active Students Served (Over 2 Years)
BC Institute of Technology	116	192	26
Camosun College	147	211	91
Capilano University	8	20	9
College Of New Caledonia	141	60	37
College Of the Rockies	14	43	14
Douglas College	153	251	55
Emily Carr University of Art & Design	4	8	13
Justice Institute	4	4	3
Kwantlen Polytechnic University	293	274	84
Langara College	110	77	47
Nicola Valley IT	0	0	0
North Island College	37	245	57
Northern Lights College	41	65	25
Northwest Community College	22	21	17
Okanagan College	307	282	131
Selkirk College	14	14	12
Thompson Rivers University	181	103	52
University of the Fraser Valley	271	197	88
Vancouver Community College	39	73	32
Vancouver Island University	1	13	6
TOTAL	1903	2153	799

* Requests are fulfilled through the CILS collection, production or interlibrary loans.

Alternate Formats Production, Estimated Costs and Turn Round Time

Format	Productions	Description	Estimated Cost	Estimated Turn Around Time Range
Large Print	1	Photo-enlarged text on paper	\$100 – \$1,000	1 to 14 days
Image Only PDF	10	Image Only PDF contains only a picture of a page, not computer readable textual information. Image Only PDF is sufficient for enlargement on a computer screen	\$100 – \$500	1 to 4 days
Accessible PDF	275	Accessible 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	371	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 – \$3000	1 to 30 days
Digital Audio (MP3)	284	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	53	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	13	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	1007			

Alternate Formats Production Year Over Year Comparison

	Total CILS (complete) 2009/2010	Percentage of Production	Total CILS (complete) 2008/2009	% Up/Down compared to 2008/2009
Total Production				
MP3 (Digital Audio)	284	28.2%	257	10.5%
E-TEXT	371	36.8%	341	8.8%
Accessible PDF	275	27.3%	168	63.7%
PDF	10	1.0%	10	0.00%
Large Print	1	.1%	4	-75%
DAISY (human Voice)	13	1.3%	13	0.00%
DAISY (synthetic voice)	53	5.3%	33	60.6%
Total	1007	100.0%	826	21.9%

137,000 pages of print were converted into alternate formats from April 2009 to March 2010

Subject Areas

Students accessed courses in key program areas such as Trades, Adult Literacy, Nursing, Business, Tourism, ESL, Health and Human Services, Computer Sciences, Creative and Applied Arts, Liberal Arts, Languages, Science and Technology.

35% of student requests are in Arts and Science subject areas, while **34.2%** of student requests were in Trades and Vocational Training subject areas, including Construction, Electrical, Mechanical, and Others (categories F, H, K).

Chart 1: Subject Areas According to Ministry of Advanced Education BC Student Outcome Reports*

Subject Area	Percentage
A - Agriculture & Natural Resource	0.6%
B - Arts & Sciences	35.0%
C - Business & Management	6.8%
D - Communications	1.1%
E - Computer & Information Services	2.1%
F - Construction & Precision Prod	17.7%
G - Education & Library Science	2.0%
H - Engineer, Elect, Electronics	3.4%
I - Health Related	3.5%
J - Legal, Social & Home Economics	9.9%
K - Mechanical & Related	13.1%
L - Nursing	1.6%
M - Recreation, Tour, Hospitality	2.3%
O - Visual, Performing & Fine Arts	0.9%
Total	100%

*<http://outcomes.bcstats.gov.bc.ca/SORSLite/Dacso/BySubject.aspx>

If you have questions feel free to contact us at:

CILS

Langara College
100 West 49th Avenue
Vancouver, BC
Canada, V5Y 2Z6

Tel: 604-323-5639
Fax: 604-323-5544
Email: cils@langara.bc.ca

Grace Makarewicz

Director, Library Services;

Tel: 604-323-5460
Email: gmakarewicz@langara.bc.ca