



Service Statistics for Presentation to the Disability Articulation Committee, 2011



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 2010 to March 2011.

Student Body Profile

CILS had **866** 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 | 57% |
| • Blindness and visual impairments | 16% |
| • Multiple and other disabilities | 19% |
| • 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. **CILS Student population has increased 59% over 4 years.**

INSTITUTION	Learning Disabil.	Visual Impairmts	Blind	Physical Disabil.	Multiple	Others	TOTAL
BC Institute of Technology	48	5		1		2	56
Camosun College	62	9	1	3	8	6	89
Capilano University	1	5				2	8
College Of New Caledonia	22	4		2	2	6	36
College of the Rockies	16				1		17
Douglas College	35	12	4	3		9	63
Emily Carr University of Art & Design	8				1	1	10
Justice Institute	4						4
Kwantlen Polytechnic University	42	13	2	7	3	3	70
Langara College	28	12	1	7	1		49
Nicola Valley IT							0
North Island College	34	5	2	7	9	8	65
Northern Lights College	20	1		1	1	1	24
Northwest Com. Coll.	10	2			3	1	16
Okanagan College	73	14		14	14	33	148
Selkirk College	9	2		2	4	1	18
Thompson Rivers Univ.	25	15		3	5	13	61
Univ. of the Fraser Valley	45	14	1	11	4	13	88
Vancouver Com. College	13	16	1	3	2	2	37
Vancouver Island University	2	3		1		1	7
SUBTOTAL	497	132	12	65	58	102	866
Percent	57%	15%	1%	8%	7%	12%	100%

Requests from Mandated Institutions and Students

CILS received **2318** requests during the time period April 2010 to March 2011. 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 2010/2011 many of the requests to CILS were fulfilled using the existing CILS collection. To fulfill requests not in the CILS collection CILS produced **1128** alternate formats. Requests were also filled through interlibrary loans. This fiscal year, CILS was able to borrow **111** alternate formats, thus saving time and money. During this same time period, CILS lent **69** productions to other partner institutions, both inside and out of British Columbia. **Requests have increased 108% over 4 years.**

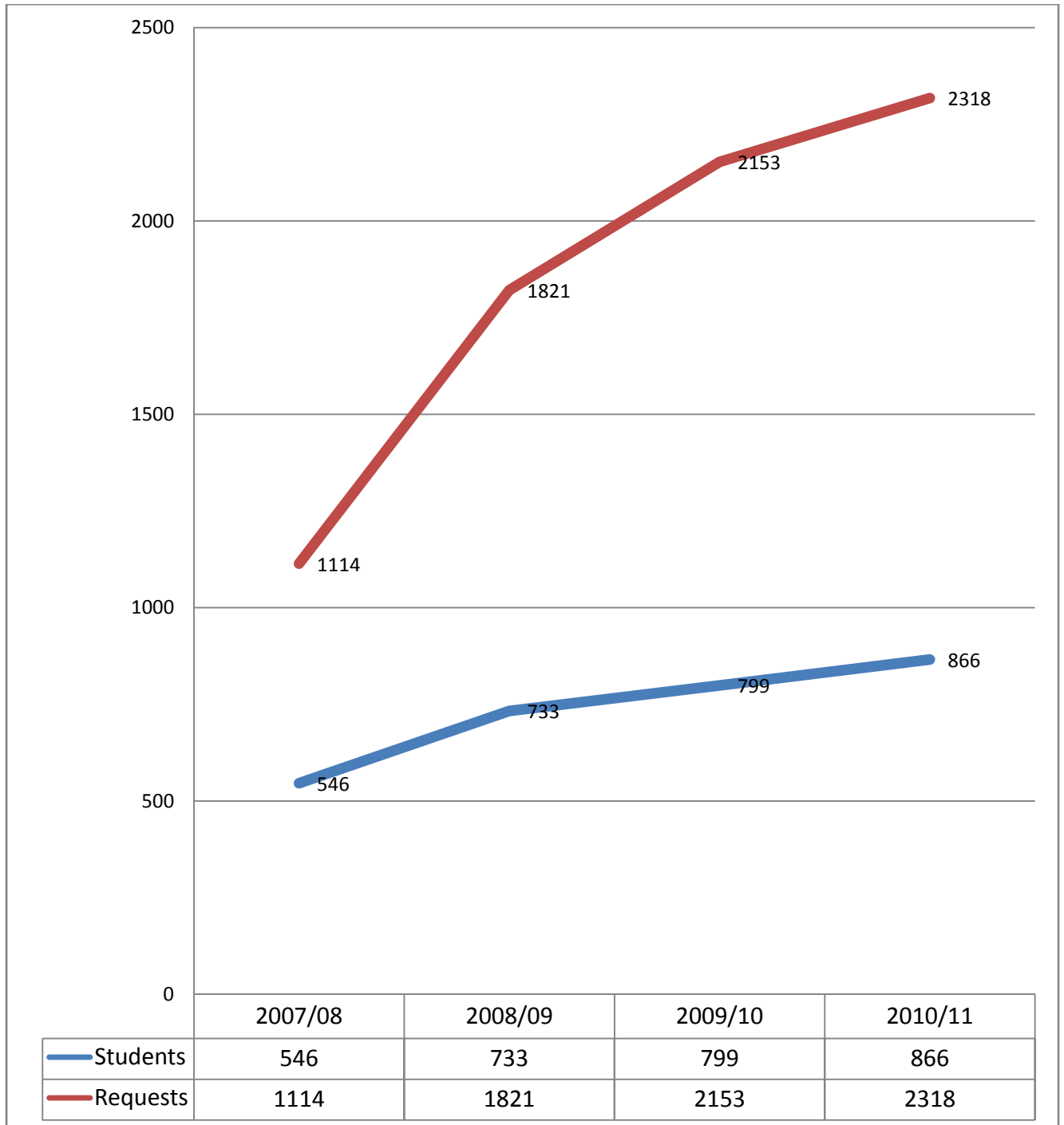
Mandated Institutions	Requests* 2009/10	Requests* 2010/11	Active Students Served (Over 2 Years)
BC Institute of Technology	192	521	56
Camosun College	211	138	89
Capilano University	20	14	8
College Of New Caledonia	60	47	36
College Of the Rockies	43	28	17
Douglas College	251	243	63
Emily Carr University of Art & Design	8	9	10
Justice Institute	4	2	4
Kwantlen Polytechnic University	274	160	70
Langara College	77	131	49
Nicola Valley IT	0	0	0
North Island College	245	166	65
Northern Lights College	65	53	24
Northwest Community College	21	33	16
Okanagan College	282	395	148
Selkirk College	14	17	18
Thompson Rivers University	103	115	61
University of the Fraser Valley	197	176	88
Vancouver Community College	73	70	37
Vancouver Island University	13	4	7
TOTAL	2153	2318	866

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

Requests and Students Over 4 Years

Average Number of Requests Fulfilled Over 4 Years: **1840.75**

Average Number of Students Over 4 Years: **736**



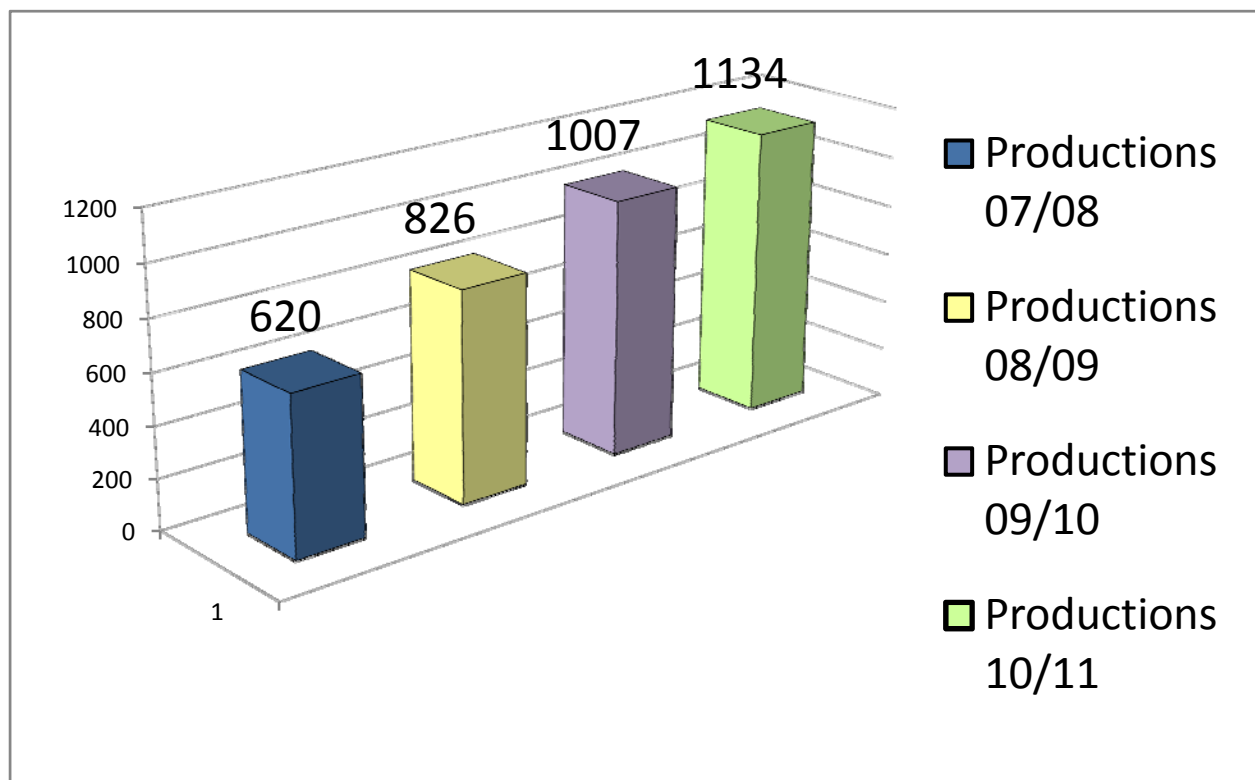
Alternate Formats Production, Estimated Costs and Turn Round Time

Format	Productions	Description	Est. Cost	Estimated Turn Around Time Range
Large Print	1	Photo-enlarged text on paper	\$100 – \$1,000	1 to 14 days
Image Only PDF	3	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
Text Readable PDF	460	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	330	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)	303	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	18	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	19	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	1134			

Alternate Formats Production Year Over Year Comparision

Total Production	Total CILS (complete) 2010/2011	Percentage of Production	Total CILS (complete) 2009/2010	% Up/Down compared to 2009/2010
MP3 (Digital Audio)	303	26.720%	284	6.69%
E-TEXT	330	29.101%	371	-11.05%
Accessible PDF	460	40.564%	275	67.27%
PDF	3	0.265%	10	-70.00%
Large Print	1	0.088%	1	0.00%
DAISY (human Voice)	19	1.675%	13	46.15%
DAISY (synthetic voice)	18	1.587%	53	-66.04%
Total	1134	100.00%	1007	12.61%

CILS alternate format production has increased by **83%** over **4 years**.



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.

35.2% of student requests are in Arts and Science subject areas, while **36.7%** 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	0.7%
B - Arts & Sciences	35.2%
C - Business & Management	7.8%
D - Communications	1.2%
E - Computer & Information Services	2.9%
F - Construction & Precision Prod	20.3%
G - Education & Library Science	2.8%
H - Engineer, Elect, Electronics	8.4%
I - Health Related	1.4%
J - Legal, Social & Home Economics	7.1%
K - Mechanical & Related	8.0%
L - Nursing	2.0%
M - Recreation, Tour, Hospitality	1.5%
O - Visual, Performing & Fine Arts	0.6%
Total	100%

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

If you have questions feel free to contact us at:

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