McMASTER UNIVERSITY
Centre for Student Development

YEAR-ENDED REPORT 2008 – 2009
TO THE
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

ACCESSIBILITY FUND FOR STUDENTS WITH DISABILITIES

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Department Website: csd.mcmaster.ca
ODA Plan website:
csd.mcmaster.ca/documents/McMaster_University_Annual_Accessibility_Plan_06-07.pdf

May 30, 2009
YEAR END REPORT 2008 – 2009
TO THE
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES

TABLE OF CONTENTS

Section 1 CENTRE FOR STUDENT DEVELOPMENT ACTIVITY REPORT

Organization Chart – see Appendices I and II
Services and Accommodations
Library Services for Students with Disabilities
Enhanced Services for Students with Learning Disabilities
Learning Strategist Activities
Assistive Technologist Activities
Professional Development
Marketing/Outreach to Internal and External Community
Partnership/Collaborative Efforts/Linkages
Equipment Acquisition/Technology
Policy Review

Section 2 DATA COLLECTION

Table I: Total Number of Students Identified According to Principal Disability
Table II: Total Number of Students in Table I Receiving Support and Services for Multiple Disabilities
Table III: Total Number of Accommodated Disabilities

Section 3 REPORTING REQUIREMENTS FOR ENHANCED SERVICES FUNDING

Section 4 2008-09 FINANCIAL STATEMENT – see Appendix III

Section 5 INTERPRETER FUND REPORT 2008/09 – see Appendix IV

Section 6 APPENDICES

Appendix I Organizational Structure of the Disability Services 2008-09
Appendix II Organizational Structure of the Centre for Student Development 2008-09
Appendix III Financial Statement 2008-09
Appendix IV Interpreter Fund Report 2008-09
YEAR END REPORT 2008 – 2009

SECTION 1  Centre for Student Development Activity Report

ORGANIZATIONAL CHART

Disability Services

See Appendix I

Centre for Student Development

See Appendix II

Staffing Changes:

Note 1:  Brian Poole hired as sessional evening Program Coordinator, Disability Specialist effective August 18, 2008

Note 2:  Christine Jackiw (Program Coordinator, Disability Specialist) on career growth as Personal Counsellor effective August 25, 2008 and replaced by Henriette Silman effective August 18, 2008

Note 3:  Clark Cipryk hired as Assistive Technologist effective August 25, 2008

Note 4:  Joanne Buckley hired as Learning Strategist effective September 2008. This position is 1 FTE shared between disability services (0.8 FTE Learning Strategist) and personal counseling (0.2 FTE Academic Skills Counsellor)

SERVICES AND ACCOMMODATION

• CSD continued to provide a high level of support to students with disabilities i.e. notetaking, tests/exams, peer programs, disability awareness, academic accommodations, among others

• Hired work study students to organize the 3-day HYPER! (Helping You Personalize Education!) Transition Camp for first year students

• Learning strategist is responsible for providing appropriate programs using learning strategies to assist students with disabilities

• Peer Helper Program, trained and supervised by professional staff to assist students with their needs i.e. time management, organizational skills, writing skills, research skills, finding a tutor, volunteer support and notetaking

• Mental Health Support Group for students

• Mental Health Working group with Campus Health Office

• Conducted disability services area planning retreat

• Hired work study students to provide transcription of text material support

• Hired work study students to provide disability awareness activities
- Hired work study students to provide notetaking assistance to students with disabilities
- On going web based support for students with disabilities i.e. notetaking and test booking and provision of accommodation letters
- The additional web based support in progress i.e. on-line intake, appointment booking and submission of tests to CSD by the instructor in electronic format
- Involved with the CADSPPE Ad Hoc Committee on Transcription Issues
- Represents COU on the Transportation Standards Development Committee under AODA
- Manager for Disability Services seconded to the Office for Human Rights and Equity until September 2008
- Manager for Disability Services involved in local municipal disability issues

**Library Services for Students with Disabilities Summer 2008**

<table>
<thead>
<tr>
<th>Total number of students served</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students with low vision</td>
<td>4</td>
</tr>
<tr>
<td>Students with a learning disability</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total alternate format requests</strong></td>
<td>23</td>
</tr>
<tr>
<td>Alternate format textbook requests</td>
<td>18</td>
</tr>
<tr>
<td>Alternate format custom courseware requests</td>
<td>5</td>
</tr>
<tr>
<td><strong>By format</strong></td>
<td></td>
</tr>
<tr>
<td>Pdf format requests</td>
<td>11</td>
</tr>
<tr>
<td>Word format requests</td>
<td>12</td>
</tr>
</tbody>
</table>

**Fall 2008**

These statistics also include statistics for courses which began in September 2008 and ended in April 2009.

<table>
<thead>
<tr>
<th>Total number of students served</th>
<th>39</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students with low vision</td>
<td>7</td>
</tr>
<tr>
<td>Students who are blind</td>
<td>2</td>
</tr>
<tr>
<td>Students with a learning disability</td>
<td>26</td>
</tr>
<tr>
<td>Students with a physical disability</td>
<td>3</td>
</tr>
<tr>
<td>Students with a mental health disability</td>
<td>2</td>
</tr>
<tr>
<td>Students with other disability</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total alternate format requests</strong></td>
<td>253</td>
</tr>
<tr>
<td>Alternate format textbook requests</td>
<td>200</td>
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<tr>
<td>Alternate format custom courseware requests</td>
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</tr>
<tr>
<td>Alternate format Reserve article requests</td>
<td>9</td>
</tr>
<tr>
<td><strong>By format</strong></td>
<td></td>
</tr>
<tr>
<td>Braille format requests</td>
<td>6</td>
</tr>
<tr>
<td>Kesi format requests</td>
<td>5</td>
</tr>
<tr>
<td>Large print format requests</td>
<td>14</td>
</tr>
<tr>
<td>Mp3 format requests</td>
<td>2</td>
</tr>
<tr>
<td>Service</td>
<td>Count</td>
</tr>
<tr>
<td>---------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Pdf format requests</td>
<td>90</td>
</tr>
<tr>
<td>Word format requests</td>
<td>136</td>
</tr>
<tr>
<td>Transcriptions done in-house</td>
<td>67</td>
</tr>
<tr>
<td>Research help consultations</td>
<td>3</td>
</tr>
<tr>
<td>Book retrieval and photocopy assistance</td>
<td>7</td>
</tr>
</tbody>
</table>

**Winter 2009**

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total number of students served</td>
<td>35</td>
</tr>
<tr>
<td>Students with low vision</td>
<td>8</td>
</tr>
<tr>
<td>Students who are blind</td>
<td>1</td>
</tr>
<tr>
<td>Students with a learning disability</td>
<td>19</td>
</tr>
<tr>
<td>Students with a physical disability</td>
<td>2</td>
</tr>
<tr>
<td>Students with a mental health disability</td>
<td>3</td>
</tr>
<tr>
<td>Students with other disability</td>
<td>4</td>
</tr>
<tr>
<td>Total alternate format requests</td>
<td>157</td>
</tr>
<tr>
<td>Alternate format textbook requests</td>
<td>121</td>
</tr>
<tr>
<td>Alternate format custom courseware requests</td>
<td>34</td>
</tr>
<tr>
<td>Alternate format journal article request</td>
<td>1</td>
</tr>
</tbody>
</table>

By format

<table>
<thead>
<tr>
<th>Format</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large print format requests</td>
<td>5</td>
</tr>
<tr>
<td>Mp3 format requests</td>
<td>8</td>
</tr>
<tr>
<td>Pdf format requests</td>
<td>79</td>
</tr>
<tr>
<td>Word format requests</td>
<td>65</td>
</tr>
<tr>
<td>Transcriptions done in-house</td>
<td>44</td>
</tr>
<tr>
<td>Research help consultations</td>
<td>7</td>
</tr>
<tr>
<td>Book retrieval and photocopy assistance</td>
<td>6</td>
</tr>
</tbody>
</table>

**NOTES:**

- Book retrieval requests made at Circulation Desks are not included in these totals. There are no statistics available for these requests.
- Students with other disability may include students who do not require alternate format material but who do use other services offered by this office.

**ENHANCED SERVICES FOR STUDENTS WITH LEARNING DISABILITIES**

**Learning Strategist Activities:**

- 309 Learning Strategies appointments (one hour each)
- 299 Academic Counselling appointments (varying lengths--some 1/2 hr--some one hour). This group includes ESL as well.
- 24 Presentations for Academic Skills
- 3 Presentations for Disability Services
Most learning strategies appointments for students with disabilities involved discussion of writing skills, roughly about 2/3 compared to 1/3 devoted to study skills and planning. Roughly 1/2 were subject-specific.

**Assistive Technologist Activities:**

- Collaborating with disability coordinators (physical, learning, mental health) to discuss possible avenues of accommodation with technology
- Assessing need of AT through discussion with coordinators, discussion with student, trial of technology with student, and reviewing documentation provided by other assessments such as Psycho-Educational
- Technology training set at a pace which is manageable based on comfort level with technology and progress made
- Delivering strategies with technology that compliment LS strategies; e.g. SQ5R in Kurzweil, Madman Architect Carpenter Judge in Inspiration
- On-going support and open door for any new questions or needs that may arise
- Consulting within the university; help to make informed decisions on accessibility with respect to technology and AT
- Co-facilitated LS / AT workshops

**PROFESSIONAL DEVELOPMENT**

**Professional Affiliations:**

- Member of the IDIA
- Member of the CADSPPE
- Member of the AHEAD
- Member of the Advisory Committee for Persons with Disabilities – City of Hamilton
- Member of the Transportation Sub Committee of the Advisory Committee for Persons with Disabilities – City of Hamilton
- Member of the AODA Transportation Standards Development Committee as the Council of Ontario Universities representative
- Member of the COU-AODA Reference Group
- Member of the McMaster University Committee on Disability Access
- Member of the Board of Directors of Community Living Hamilton
- Member of the President’s Advisory Committee on Building Inclusive Community (PACBIC)
- Member of the Ontario Association of Social Workers and Social Service Workers
- Member of the Ontario College of Social Workers and Social Service Workers
- Member of the Canadian Counselling Association
- Member of CACUSS
Professional Development Activities of Staff:

- Involved with local and provincial disability related activities such as the Hamilton Advisory Committee for Persons with Disabilities, the Inter-University Disability Issues Association (IDIA), and the Canadian Association of Disability Service Providers in Post-Secondary Education (CADSPPE), the CADSPPE Ad-Hoc Committee on Transcription Issues
- Involved with provincial AODA standards development committee for transportation
- CACUSS 2008 in St. Johns, Newfoundland
- Canadian Manufacturer Association Accessibility in the workplace, July 2009
- Symposium on Disability and Employment, November 2008 (MCSS)
- Staff Retreat, June 2008, September 2008, November/December 2008
- Doctorate in Education, Counselling Psychology, September 2008 (in progress)
- Diploma in Management Studies, November 2008
- ADHD workshop, November 2008
- Learning Technology Symposium, December 2008
- Learning and Study Skills Association Conference, December 2008
- Inspiring from Within Conference, February 2009
- CSUN Conference, March 2009
- Held 'Round-table' AT discussion of post-secondary institutions of southern Ontario to share ideas, information and current challenges in AT field
- Certificate Program on Solution Focused Therapy, April 2009
- Undergraduate Program in Psychology, April 2009 (in progress)
- Vision Fair, April 2009
- Employees Healthy and Safety Training e.g., Fire Safety, Ergonomics, Office WHIMIS, Slips Trips and Falls, Violence in workplace and Asbestos Awareness

MARKETING/OUTREACH TO INTERNAL/EXTERNAL COMMUNITY

- Disability awareness activities i.e. Luca "Laazylegz" Patuelli's breakdancing, CSD day, Stand Up for Mental Health, Mental Health speaker series and art demonstration
- Consultation with Faculties’ Assistant Deans, academic and administrative departments to discuss issues around academic accommodation process and updates on CSD services
- Consultation with Mohawk College on academic accommodation procedures for B-Tech, Nursing and Medical Radiation programs
- Faculty consultation (roundtable discussion)
- Supervised Social Work student to initiate research with students with disabilities
• ATLAS (Assitive Technology, Learning and Academic Skills) Program held several billboards around campus promoting awareness of AT / LS and where to access the services
• Organizer in HYPE transition program for students moving from high school to university
• Providing LS / AT workshops to introduce basics of LS / AT
• Advisor to the Accessible Career Transitions (ACT) program within McMaster's Career Services department

PARTNERSHIP/COLLABORATIVE EFFORTS/LINKAGES
• Collaboration with Career Services on ACT (Accessible Career Transition) Program to provide personal support and career experience that will result in employment success for students with disabilities
• Collaboration with School of Social Work and Diversity Services in organizing disability awareness day February 2, 2009
• Collaboration with HIV/AIDS Awareness club in organizing art exhibit depicting some of the major plagues throughout history
• Continued consultation on campus access audit
• Close working relationship with the Registrar's office to coordinate university exams, student time table and accessible classroom scheduling
• Close working relationship with the University library
• Consultation with Physical Plant re: access issues and designs
• Consultation with Faculty on Automated service delivery system (e.g. on line test booking, online accommodation letters, etc)
• Consultation with University Technology Services and Registrar's Office on Automated service delivery system (e.g. online test booking, online accommodation letters, etc)
• Consultation with TechnoPro Solutions on Automated service delivery system (e.g. online test booking, online accommodation letters, etc)
• Consultation with Campus Parking and Transit Services on access issues
• CSD Director is representative in the Associate's Dean committee
• Consult Registrar's Office and University Technology Services on the completion of a file download of student data to Clockwork

EQUIPMENT ACQUISITION/TECHNOLOGY
• Replacement and maintenance for staff computer access and access technology

POLICY REVIEW
• No changes to institutional policy. For McMaster's policy, please refer to the University web address at www.mcmaster.ca/policy/

ACCESS TO OPPORTUNITY FUNDING
- Continued support of services and programs to students with disabilities

SECTION 2 Data Collection

Table I: Total Number of Students Reported According to Principal Disability

<table>
<thead>
<tr>
<th>Total Number of Students Reported According to Principal Disability</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 – Acquired Brain Injury</td>
</tr>
<tr>
<td>02 – Attention-deficit/hyperactivity disorder</td>
</tr>
<tr>
<td>03 – Chronic Illness / Systemic/Medical</td>
</tr>
<tr>
<td>04 – Deaf, deaf, Deafened, Hard of Hearing</td>
</tr>
<tr>
<td>05 – Learning Disability</td>
</tr>
<tr>
<td>06 – Low Vision, Blind</td>
</tr>
<tr>
<td>07 – Mobility/Functional</td>
</tr>
<tr>
<td>08 – Psychiatric</td>
</tr>
<tr>
<td>Subtotal</td>
</tr>
<tr>
<td>09 – Other *</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

Note:
- A unique student may have been seen for an appointment for any or all of thesees appointment types. However, for this table, they have been counted only once.
- 09 - Other consists of:
  - Wondering if they have a Learning Disability/Attention Deficit Disorder
  - Screening
  - Inquiry about Disability Services at McMaster
  - Refer of an assessment

Table II: Total Number of Students in Table I who Received Services and Supports for Multiple Disabilities

| Total number of students in Table I who received services and supports for multiple disabilities | 101 |
Table III: Total Number of Accommodated Disabilities

<table>
<thead>
<tr>
<th>Total Number of Accommodated Disabilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 – Acquired Brain Injury</td>
</tr>
<tr>
<td>02 – Attention-deficit/hyperactivity disorder</td>
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</tr>
<tr>
<td>Subtotal</td>
</tr>
<tr>
<td>09 - Other</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>

SECTION 3 Reporting Requirements for Enhanced Services Funding

A. Students

i. Number of students receiving support from a Learning Strategist | 42 |

ii. Number of students receiving support from an Assistive Technologist | 51 |

iii. Number of students receiving support from an LS/AT | 0 |

iv. Total number of students with specific learning disabilities receiving Enhanced services | 75 |

B. Number of Psycho-educational Assessments Completed

i. Number of assessments with costs covered by the Accessibility Fund for Students with Disabilities | 0 |

ii. Number of assessments with costs covered by the OSAP Bursary for Students with Disabilities (BSWD) | 15 |

iii. Number of assessments with costs covered by health insurance | 0 |

iv. Number of assessments referred to a Regional Assessments and Resource Centre (RARC or NOARC) | 13 |

v. Number of assessments with costs covered by other external funding | 5 |
vi. Number of assessments with costs not covered under i-v but covered by the institution | 8
Total number of Psycho-educational Assessment completed | 41

C. Identification of Students with a Learning Disability

| Total number of students identified as having a confirmed learning disability supported by appropriate documentation | 259 |

NOTE: All students whose documentation identified their learning disability as either a primary or secondary disability.

SECTION 4 2008 – 2009 FINANCIAL STATEMENT

See Appendix III

OPTIONAL REPORTING FOR REVENUE AND EXPENDITURES OVER AND ABOVE MTCU FUNDING

SECTION 5 APPENDICES

Appendix I Organizational Structure of the Disability Services 2008-09
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APPENDIX I
Organizational Structure of the Centre for Student Development, Disability Services May '08 - Apr. '09

AVP (Student Affairs) and Dean of Students
Dr. Phil Wood

Director of Student Services
Gina Robinson

Director, Centre for Student Development
Desmond Pouyat

Services for Students with Disabilities
Manager, Disability Services and University Advisor on Disability Issues
Tim Nolan (1 FTE)

Tests & Exams Coordinator
April Beresford (1 FTE)

Administrative Assistant
Aileen Pineda (0.8 FTE)

Program Coordinator, Disability Specialist
Brian Poole (0.16 FTE) Note 1

Program Coordinator (Disability Specialist)
Julia Shelley (1 FTE)

Program Coordinator, Disability Specialist
Henriette Silman (1 FTE) Note 2

Administrative Assistant
Noreen Myers (0.5 FTE)

Coordinator, Library Services for Students with Disabilities
Lorna Turcotte (Mills Library) (0.5 FTE)

Program Coordinator, Disability Specialist
Mei-Ju Shih (1 FTE)

Program Coordinator, Disability Specialist
Pauline O'Brien (0.8 FTE)

Assistive Technologist
Clark Cipryk (1 FTE) Note 3

Learning Strategist
Joanne Buckley (0.8 FTE) Note 4
APPENDIX II