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**NATIONAL STRATEGY FOR THE INTEGRATION  
OF PERSONS WITH DISABILITIES**

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# Evaluation Framework

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**APRIL 1992**

**PROGRAM EVALUATION DIVISION**

**This evaluation framework on the participation of Communications and Culture Portfolio in the implementation of the National Strategy for the Integration of Persons with Disabilities** was prepared by the Program Evaluation Division of the Department of Communications under the direction of **Gaëtane Laplante**.

This framework report takes into account the iterative and consultative processes built into the implementation of the National Strategy. Therefore, over time, further adjustments may be required to reflect the implementation process dynamics.

The author would like to thank **Mary-Frances Laughton**, the responsible manager, and chairperson of the Advisory Committee on Communications for Persons with Disabilities, for the implementation of the National Strategy in Communications Canada, and **Jean Higginson** and **Gwynneth Evans** of National Library of Canada for their support and assistance.

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**NATIONAL STRATEGY  
FOR THE INTEGRATION  
OF PERSONS WITH DISABILITIES**

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**EVALUATION FRAMEWORK FOR THE PARTICIPATION  
OF COMMUNICATIONS AND CULTURE PORTFOLIO**

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## I INTRODUCTION

This report is a **Framework** to assist **Communications and Culture portfolio**<sup>1</sup> managers in the course of their decision-making on the overall approach, methodology and information collection data that is now required in order to facilitate the recording and future use for evaluation purposes of all the activities that will take place during the implementation process of the **National Strategy for the Integration of Persons with Disabilities (NSIPD)**.

### A. BACKGROUND

On September 6, 1991, the federal government announced a five-year (1991-92 through 1995-96) **National Strategy for the Integration of Persons with Disabilities (NSIPD)** with an overall budget of \$157.8 million. The main thrust of the government strategy is to remove the **barriers** Canadians with disabilities still face to full participation in Canada's political life and economic prosperity.

The goals of **NSIPD** are: **equal access** of persons with disabilities to goods, services and facilities required for daily life in areas such as transportation, housing and communications; **economic integration** of persons with disabilities into the mainstream of society by promoting greater participation in the workforce; and **effective participation** of persons with disabilities into their organizations and communities. (**Appendix I** gives a summary profile of the overall **NSIPD**).

In response to a Decision of the Treasury Board (TB), the Department of the Secretary of State is responsible for coordinating an **evaluation** of the whole **NSIPD** as well as of the initiatives taken by ten departments and two agencies involved in its implementation. As a participating department, **Communications and Culture portfolio** prepared this evaluation framework of its own contributing initiatives, activities and projects.

### B. REPORT STRUCTURE

Chapter **two** gives an overview of **Communications and Culture portfolio** participation in the implementation to the **National Strategy (NS)**, namely, the broad objectives, the thematic activities with their specific objectives and expected results, and the resource allocation.

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<sup>1</sup> **Culture portfolio** refers to only one cultural component of **DOC**: the **National Library of Canada (NLC)**

Chapter **three** identifies the evaluation issues and questions; the performance indicators related to issues and questions; the potential sources of data for indicators; and data collection methods. At the end of the report, the summary tables 2 and 3 display the issues and questions, performance indicators and data sources.

Chapter **four** outlines the data collection plan, cost and timeframe to take place over the next 5 years for the evaluation of the Communications and Culture portfolio participation in the implementation of the NS.

## II PROFILE of COMMUNICATIONS and CULTURE PORTFOLIO PARTICIPATION in the IMPLEMENTATION of the NATIONAL STRATEGY

### A. OVERALL OBJECTIVES and STRATEGY

The main thrust of Communications and Culture portfolio objectives is to undertake **partnership initiatives** by sponsoring the development of communications devices and services that can help persons with disabilities to overcome communications barriers in their home and workplace, and by providing contributions for the installation in libraries of state-of-the-art equipment to enable print-handicapped patrons to use conventional library collections, and access electronic databases.

However, the long term strategy of the Communications and Culture portfolio is to lever as much money as possible in partnership arrangements in order to develop an infrastructure that will be able to respond to the continuing needs of persons with disabilities.

Furthermore, although not part of the departmental evaluation framework, the Department is participating in the implementation of a number of initiatives across government. **Annex A** describes these initiatives to indicate the scope and degree of our overall participation in the implementation of the NS.

### B. IDENTIFICATION of the CLIENTELE

**Communications and Culture portfolio** handicapped users/clients are those persons with sensory or mobility disabilities. Three disability groupings have been identified: **print handicapped; mobility impaired; and hearing and speech impaired.** There are over 500,000 print-handicapped persons and over 80,000 persons with mobility restriction in Canada. The characteristics, needs and requirements of these disability groupings are well identified through census surveys and other government documentation.

Through partnership/sponsorship arrangements, the funded activities and projects will be with companies or organizations which develop and distribute specialized communications devices and services; rehabilitation centres which carry out a trial of a device or service; and government organizations which provide assistance to persons with disabilities. Another type of clientele are libraries receiving contributions to install state-of-the-art equipment. **Annex B** lists DOC present and potential partners who likely will undertake new joint initiatives, and gives two examples of ongoing major partnership initiatives.

C. DESCRIPTION of THEMATIC ACTIVITIES/PROJECTS

I New or Improved Communications Initiatives/Projects

Objectives

To sponsor projects which will facilitate the development and/or adaptation, manufacturing, and marketing of new communications devices, products, systems or services aimed at improving communications for a large number of persons with disabilities.

To encourage companies making products for persons with disabilities to adhere to a common set of standards which will ensure inter-operability between various pieces of equipment required for home and workplace automation.

To ensure that new communications devices, products, services, and common set standards are given wide dissemination and diffusion<sup>2</sup> to all persons with disabilities.

Results Expected

To have in the market place, at the end of the five year NS program, several new communications devices, products and services that are beneficial, accessible and affordable to persons with disabilities;

Greater awareness and use of existing and new communications devices, products, and services which can improve the quality of life of persons with disabilities, increase their independence and integrate them into the workforce.

Greater adherence to and increased adoption of emerging standards for home and workplace automation.

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<sup>2</sup> Throughout the document dissemination refers to sponsors' distribution of information, whereas diffusion refers to users/consumers awareness of information.



## II Alternate Format Publishing Projects

### Objectives

To stimulate through partnership arrangements, the production of Canadian materials in alternate format so that citizens who can not read conventional print have timely and equitable access to the information they need.

### Results Expected

To have in the market place, at the end of the five year NS program, the production of several new Canadian publications in alternate format (Braille, audio cassette, or large print) that respond timely and give equitable access to the information needs of citizens who can not read conventional print.

## III Library Information Access Projects

### Objectives

To promote and encourage the installation in libraries of state-of-the-art equipment that will enable print-handicapped patrons to use conventional library collections, and access electronic databases.

### Results Expected

To have the installation in several Canadian libraries state-of-the-art equipment like Braille embossers, personal readers, computer voice synthesizers, and computer screen magnifiers that will substantially improve print-handicapped patrons' access to library collections and electronic databases.

## **D. RESOURCES and PROCESS MECHANISM**

The Communications and Culture Portfolio will manage a total budget of **\$8.1 million** over the five years of the NS: **\$3.5 million** from the base which includes ongoing activities and salaries, and **\$4.6 million** which is new monies for the implementation of new initiatives and projects.

**Table 1** below displays the overall anticipated cash flow of the new monies between Communications and Culture portfolio. However, the nature, type and scope of projects will affect the cash flow distribution over time.

One full time senior project manager and leader will be responsible for managing Communications and Culture portfolio initiatives and projects. An internal multifunctional and interdisciplinary **Advisory Committee on Communications for Persons with Disabilities**, chaired by the project leader, will meet monthly to prepare a workplan, develop criteria for the selection of partnership/sponsorship projects, and recommend approval of selected projects.

A senior program evaluation manager is sitting on the Advisory Committee on Persons with Disabilities as the technical evaluation expertise, and is preparing the evaluation framework for the Communications and Culture portfolio.

With regard to the NLC, feedback will be requested from user groups. The National Library's Advisory Group on National Library Services to the Disabled Persons will act as an advisory group to a designated responsible manager within NLC.

Furthermore, an external Advisory Committee on Communications for Persons with Disabilities will meet twice a year to provide guidance to the Minister on the implementation of the NS based on the work of the internal advisory committee.

**TABLE 1: ANTICIPATED CASH FLOW**

<b>YEARS</b>	<b>DOC</b>	<b>NLC</b>
<b>1991-1992</b>	—	<b>26,000</b>
<b>1992-1993</b>	<b>\$655,000</b>	<b>\$325,000</b>
<b>1993-1994</b>	<b>\$770,000</b>	<b>\$337,000</b>
<b>1994-1995</b>	<b>\$955,000</b>	<b>\$337,000</b>
<b>1995-1996</b>	<b>\$870,000</b>	<b>\$325,000</b>
<b>TOTAL</b>	<b>\$3,250,000</b>	<b>\$1,350,000</b>

### III EVALUATION ISSUES, PERFORMANCE INDICATORS, DATA SOURCES and COLLECTION METHODS

The **Communications and Culture portfolio** evaluation study of its participation in the implementation of the NSIPD will focus on results achieved against its overall strategic objectives, namely: new partnership initiatives in the development, manufacturing, marketing, dissemination and diffusion of new or improved communications devices, products and services; state-of-the-art library equipment; and publications in alternate format to allow greater information accessibility to persons with disabilities. Therefore, two key evaluation issues are expected to be **success in developing communications devices, products and services, and client satisfaction**. (Given the nature of the NS as applicable to **Communications and Culture portfolio**, relevancy and cost-effectiveness issues are covered in the success and client satisfaction questions).

**Success of partnership initiatives** for the development of new or improved communications devices, products and services is defined as its effectiveness in meeting project objectives.

**Client satisfaction** issues will be the core of the future evaluation study. The main strategy involves an iterative consultative process with our partners/sponsors organizations and institutions, representatives of groups for persons with disabilities, and the ultimate users/customers over the 5 years of the implementation of the NS. The questions focus on the outcomes/benefits for the clients and their quality assessment of the new or improved communications devices, products and services, the installation in libraries of state-of-the-art equipment, and the production of Canadian materials in alternate format.

**Tables 2 and 3** at the end of the document display the questions, performance indicators and data sources for the two evaluation issues. At this point in time for the success issue, it is too early to meaningfully establish "target" objectives for performance indicators. However, in due time, the Internal Advisory Committee on Persons with Disabilities will discuss this question with sponsored organizations and clients.

#### DATA COLLECTION METHODS

1. Communications and Culture portfolio files and records.
2. Focus groups (groups for persons with disabilities to identify needs and monitor results).
3. In-depth interviews (sampling of sponsored organizations and groups for persons with disabilities).

4. Case studies (major and medium size communications devices, products, services and test trials).
5. Consumers/users-oriented surveys (sampling of library patrons, publishers in alternate format, and country-wide sampling of persons with disabilities experiencing information access barriers).

#### IV DATA COLLECTION PLAN, COST and TIMEFRAME

##### DATA COLLECTION PLAN

The senior project manager on behalf of the internal Advisory Committee on Persons with Disabilities will be responsible to keep files on the minutes and proceedings of committees, panels, update review reports and annual workplans, sponsorship/partnership submissions and assessment results, and the evaluation reports of the sponsored organizations.

DOC internal partners will be responsible to keep file data and records on the development, test/trial and outcome/benefits of new or improved communications devices, products and services. They will also be responsible to prepare an assessment/evaluation report on the sponsored projects.

DOC external partners will be responsible to keep data and file records on the project development, test/trial and outcomes/benefits of the new or improved communications devices, products and services. They will also be responsible to prepare an assessment/evaluation reports on the sponsored projects.

It is expected that **cost-effectiveness** data and analyses, where feasible and appropriate, will be covered in these evaluation/assessment reports prepared by both, internal and external partners.

The internal Advisory Committee on Communications for Persons with Disabilities will be periodically monitoring the data collection activities.

Data collected for the **success** issue will be mostly quantitative and consisting of a mix of data gathered continuously in departmental files and records, and information collected monthly and/or periodically from our partners and representatives of groups for persons with disabilities.

Data collected for the **client satisfaction** issue will be mostly qualitative and consisting of a mix of departmental files and records, preliminary in-depth interviews and focus groups with the sponsored organizations, the representatives of groups for persons with disabilities, and consultation with persons with disabilities to occur periodically as part of an iterative consultative process.

**COST**

The maximum amount of money set aside for the mid-term and final evaluation of the participation of the Communications and Culture portfolio in the **departmental** implementation of NSIPD is \$50,000.

**TIMEFRAME**

In early fall of 1993, an evaluation of a major communications device and/or service as well as a series of other completed and commercialized devices will take place, using in-depth-interviews and focus group methods to evaluate the success and satisfaction issues for the sponsors/beneficiaries and the users/customers. We may consider a fast-track evaluation approach (approximately three months) to identify problems and improve our implementation strategy for the remaining projects.

In early fall of 1994 using the same evaluation methods (in-depth interviews and focus groups) conduct the evaluation of a series of selected completed and mature projects.

At the beginning of 1995 conduct a consumers/users-oriented survey targeting specific persons with disabilities experiencing information access barriers.

ANNEX A

DESCRIPTION of DOC INVOLVEMENT in the IMPLEMENTATION of INITIATIVES  
ACROSS GOVERNMENT

LEGISLATIVE REVIEW PROJECT

- **Copyright** legislation is expected to include an exemption for materials transcribed/recorded for the exclusive use of persons with disabilities.
- **Broadcasting** legislation includes the provision that programming accessible by persons with disabilities be provided within Canadian broadcasting system as resources become available.

SUPPORT AND FUNDING PROGRAMS

- National Broadcast Reading Service. (Contribution funds already determined).

INDEPENDENCE' 92 - ACCESS AWARENESS WEEK

- **DOC** plans to have a booth/kiosque to disseminate and diffuse information on communications devices, products and services that enhance the capability of Canadians with disabilities to participate more fully and more fairly in the **workforce, in their communities and at home.**

POST CENSAL SURVEY

DOC is funding and participating in the development of nation-wide questionnaire targeted to better understand Canadians with disabilities.

**DOC's PARTNERS and PERSONS with DISABILITIES**

Neil Squire Foundation

Canadian National Institute for the Blind

Institut Nazareth et Louis-Braille

Visuaide 2000

Canadian Cable Television Association

IDON Corporation

Walter Dinsdale Foundation for Empowerment of Persons with Disabilities

Boswell

Radio-Canada

La Presse

IBM-France

**EXAMPLES of DOC PARTNERSHIP INITIATIVES**

**Newspapers for the Blind Trial.** R&D project carried out at CRC and CWARC in partnership with La Presse, l'Institut Nazareth et Louis-Braille, Radio-Canada and Visuaide 2000.

**Mediatext Closed Captioning Project.** Joint project between IBM-France, CWARC and Radio-Canada.



APPENDIX I

SUMMARY PROFILE of the GOVERNMENT'S NATIONAL STRATEGY

A. BACKGROUND

On September 6, 1991, the federal government announced a five-year (1991-92 through 1995-96) National Strategy for the Integration of Persons with Disabilities with an overall budget of \$157.8 million. The main thrust of the government strategy is to remove the barriers Canadians with disabilities still face to full participation in Canada's political life and economic prosperity. To this end, over the next five years, a coordinated cross-government action on disabilities issues is undertaken in areas such as: access to employment, transportation, communications and accessible housing. Government action in these areas are in addition to vigorous legislative action to amend a series of key laws, and the strategic use of the tax system to make it easier for the disabled persons to become wage-earners.

B. MANDATE

The National Strategy puts in place a range of federal programs across ten federal departments and two agencies, that address the attitudinal, informational and physical barriers restricting Canadians with disabilities from participating more fully and more fairly in the work force, in their communities and at home.

The coordinated government initiative to bring persons with disabilities into the social and economic mainstream of Canadian society aims at taking action in areas of federal jurisdiction and providing federal leadership through the following elements:

- employment and training opportunities;
- access to transportation, housing and communications;
- community integration;
- partnerships development; and
- information exchange and coordination.

C. OBJECTIVES

**EQUAL ACCESS** in such fundamental areas/elements as listed above to demonstrate leadership and establish benchmarks for the accessibility of persons with disabilities to goods, services and facilities required for daily life.

The focus will be to:

- provide financial incentives in partnership with the transportation industry to improved access;
- provide financial assistance for home modifications to holder persons with disabilities; and
- ensure that library information is more widely available in alternative formats.

**ECONOMIC INTEGRATION** to maximize the economic benefits of integrating persons with disabilities into the mainstream of society by taking measures to systematically alter policies and practices in order to remove barriers to the training and employment opportunities for persons with disabilities.

The focus will be to:

- increase employment and training opportunities;
- encourage both management and labour to promote greater participation in the workforce; and
- promote equal employment and advancement opportunities for persons with disabilities in the federal public service.

**EFFECTIVE PARTICIPATION** involving persons with disabilities and their organizations.

The focus will be to support initiatives/projects to help persons with disabilities integrate themselves into their communities.

**D. GOVERNMENT OVERALL STRATEGY and STAKEHOLDERS**

The Government strategy is fundamentally based on **COLLABORATIVE PARTNERSHIP** through enhanced partnerships with provincial, territorial and municipal governments; volunteer groups; all sectors of the Canadian community: business, media, labour, education; and persons with disabilities and their organizations.

**E. MAJOR CROSS-GOVERNMENT INITIATIVES**

- **Legislative Review Project.** The Canadian Disability Rights Council (CRDC) will review federal laws affecting persons with disabilities.
- **New Partnerships Fund.** The Government will fund **Independence' 92:** the international congress and exhibition to be held in Vancouver in April 1992 to support media communications activities and the **National Access Awareness Week.**
- **National Clearinghouse.** The clearinghouse will be a central reference point for information and expertise on Canadian approaches to accessibility and integration.
- **Post Censal Study.** This analysis of this study will give solid figures on the targeted population for the implementation of the National Strategy.

TABLE 2 : SUCCESS ISSUE

QUESTIONS	PERFORMANCE INDICATORS	DATA SOURCES
<p>1. To what extent were the expected results achieved in terms of concluding sponsorship/partnership agreements for the development, manufacturing and distribution of new or improved communications devices, products and services for persons with disabilities?</p>	<p>a) Number of cost-sharing contracts and sponsorship agreements signed per group of persons with disabilities.</p>	<ul style="list-style-type: none"> <li>• Communications and Culture portfolio files and records.</li> <li>• Minutes and proceedings of the internal Advisory Committee on Communications for Persons with Disabilities. (Monthly)</li> </ul>
<p>2. To what extent do the new or improved communications devices, products and services meet the intended objectives and deliverables of the partnership/sponsorship agreements?  <u>Corollary questions will deal with project specific objectives and deliverables, such as:</u></p> <ul style="list-style-type: none"> <li>• the extent the new or improved communications devices and services meet the specific needs of targeted groups.</li> <li>• the extent the new or improved communications devices meet the technical specification objectives for increased information accessibility of persons with disabilities.</li> </ul>	<p>a) Number of start-up production, marketing and distribution of new or improved communications devices and services.</p> <p>b) Number and results of test/trial communications devices.</p> <p>c) Number of new or improved communications devices put on the market place per group of persons with disabilities.</p> <p>d) Number of new or improved multiple adaptability and compatibility communications devices put on the market place.</p>	<ul style="list-style-type: none"> <li>• Minutes and proceedings of the National Library's Advisory Group on National Library Services to Disabled Persons. (Periodically)</li> <li>• Internal all-sectors planning and review reports. (Periodically)</li> <li>• Minutes and proceedings of sponsors' organization panels. (Periodically)</li> <li>• Annual Workplan. (Annually)</li> <li>• Partnership/sponsorship project files: partner submissions; proposal assessments; and records of measurable objectives and deliverables. (Baseline data and continuous).</li> </ul>

QUESTIONS	PERFORMANCE INDICATORS	DATA SOURCES
<p>2. <u>Corollary</u> questions (cont')</p> <ul style="list-style-type: none"><li>• the extent the new or improved communications devices meet the multiple adaptability and compatibility requirements.</li><li>• the extent the new or improved communications devices meet the developing, manufacturing, marketing, and distribution objectives.</li><li>• the extent the new or improved communications devices meet the estimated development and production cost, and the estimated retail cost.</li></ul>	<p>e) Number of sales and cost per unit of new or improved communications devices to persons with disabilities.</p>	<ul style="list-style-type: none"><li>• Clients (sponsored internal and external partners) file records and evaluation reports on the development and tests/trials on new or improved communications devices. (Baseline data and periodically)</li><li>• Workshops, seminars, conferences, media news records for the purpose of information dissemination and diffusion on new or improved communications devices and services for persons with disabilities. (Periodically).</li></ul>
<p>3. To what extent are the quality aspects of the new or improved communications devices met in terms of reliability (dependability) and security (freedom of danger and risk)?</p>	<p>a) Level of reliability and dependability of the new or improved communications devices.</p>	
<p>4. To what extent is the industry adopting technical standards for home and workplace automation, and persons with disabilities made aware of, and using them?</p>	<p>a) Number of industries adopting technical standards for home and workplace automation: level of awareness and number of persons with disabilities using the technical standards.</p>	

QUESTIONS

PERFORMANCE INDICATORS

5. To what extent did the installation in libraries of state-of-the-art equipment allow increased accessibility of print-handicapped patrons to conventional library collections?

Corollary question:

- To what extent were the expected results achieved in terms of costs, amount and type of equipment placed, and number of participating libraries?

6. To what extent did the production of Canadian materials in alternate format provide timely and equitable access for persons with disabilities to the information they need?

Corollary question:

- To what extent were the expected results achieved in terms of costs, amount and type of publications produced, and the extent to which publishers succeeded in marketing the Canadian materials in alternate format?

- a) Type, cost and number of installation in libraries of state-of-the-art equipment to increase accessibility of print-handicapped patrons.

- a) Volume of sales, number of distributors, and number of new Canadian publications produced, marketed and distributed in alternate format.

QUESTIONS

PERFORMANCE INDICATORS

- |   |  |
|---|--|
| <p>7. To what extent were the expected results achieved in terms of the <u>dissemination and diffusion</u> of information on the new or improved communications devices and services, installation in libraries of state-of-the-art equipment, and production of Canadian materials in alternate format?</p> <p>8. To what extent did the <u>sponsorship/partnership agreements</u> for the implementation of the NS meet the long term strategy of the Communications and Culture portfolio in terms of inducing the development of an infrastructure that will be able to respond to the continuing needs of persons with disabilities?</p> | <p>a) Number, type and frequency of dissemination and diffusion actions taken to inform and educate persons with disabilities on new or improved communications devices and services, installation in libraries of state-of-the-art equipment, and production of Canadian materials in alternate format.</p> <p>a) Number of sponsored developers and manufacturers of new or improved communications devices who have achieved business sustainability.</p> <p>b) Changes in attitudes of entrepreneurs to respond more readily to the continuing needs of persons with disabilities.</p> |
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TABLE 3 : CLIENT SATISFACTION ISSUE

QUESTIONS	PERFORMANCE INDICATORS	DATA SOURCES
<p>1. To what extent is the clientele (users/customers/patrons) satisfied with the new or improved communications devices and services, installation in libraries of state-of-the-art equipment, and production of Canadian materials in alternate format in terms of responsiveness to the needs and expectations of persons with disabilities?</p>	<p>a) Extent to which new or improved communications devices and services meet client needs and expectations.</p> <p>b) Extent to which the new or improved communications devices and services increase their ability to lead an independent life, improve their economic situation, and facilitate their social integration.</p>	<ul style="list-style-type: none"> <li>• Communications and Culture portfolio files and records.</li> <li>• Minutes and proceedings of the Internal Advisory Committee on Communications for Persons with disabilities. (Monthly)</li> <li>• Minutes and proceedings of the National Library's Advisory Group on National Library Services to Disabled Persons. (Periodically)</li> </ul>
<p>2. To what extent are clients satisfied with new or improved communications devices and services, equipment installed in libraries, and production of Canadian materials in alternate format in terms of improvement in information accessibility, usefulness and affordability?</p>	<p>c) Ease of access and use of the communications devices and services.</p> <p>a) Ease of understanding and operating the communications devices.</p> <p>b) Extent to which the communications devices and services represent good value-for-money.</p> <p>c) Degree of usefulness/helpfulness of communications devices and services.</p>	<ul style="list-style-type: none"> <li>• Internal all-sectors planning and review reports. (Periodically)</li> <li>• Minutes and proceedings of sponsors' organization panels. (Periodically)</li> <li>• Annual Workplan. (Annually)</li> <li>• Partnership/sponsorship project files: partner submissions; proposal assessments; and records of measurable objectives and deliverables. (Continuously)</li> </ul>



QUESTIONS	PERFORMANCE INDICATORS	DATA SOURCES
3. To what extent are persons with disabilities aware and informed of, and familiar with the new or improved communications devices and services, equipment installed in libraries, production of Canadian materials in alternate format, and technical standards for home and workplace automation?	a) Type and number of dissemination and diffusion "outputs" on new or improved communications devices and services, equipment installed in libraries, production of Canadian materials in alternate format, and technical standards for home and workplace automation reaching persons with disabilities.	<ul style="list-style-type: none"><li>• Clients (sponsored internal and external partners) file records and evaluation reports on the development and tests/trials on new or improved communications devices and services. (Periodically)</li><li>• Workshops, seminars, conferences, media news records for the purpose of information dissemination and diffusion on new or improved communications devices and services for persons with disabilities. (Periodically)</li></ul>

(DATA SOURCES)<sup>3</sup>

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3. Internal and external partners as well as managers responsible for the implementation of the NS will determine the most relevant data sources for each performance indicators.

**QUESTIONS**

3. Dans quelle mesure les personnes handicapées sont-elles informées des dispositifs et services de communication nouveaux ou améliorés, du matériel installé dans les bibliothèques, des publications canadiennes produites sur supports de remplacement et des normes techniques pour l'automatisation du domicile et du lieu de travail, et les connaissent-elles bien?

**INDICATEURS DE RENDEMENT**

- a) Type et nombre de «produits de sortie», en matière de divulgation et de diffusion concernant les dispositifs et services de communication nouveaux ou améliorés, le matériel installé dans les bibliothèques, les publications canadiennes produites sur supports de remplacement et les normes techniques pour l'automatisation du domicile et du lieu de travail, qui atteignent leurs destinataires, c.-à-d. les personnes handicapées.

**SOURCES DES DONNÉES**

- Dossiers et rapports d'évaluation des clients (partenaires internes et externes parrainés) sur la mise au point et l'essai des dispositifs et services de communication nouveaux ou améliorés (données périodiques).
- Ateliers, séminaires, conférences, reportages dans les médias visant à divulguer et à diffuser l'information relative aux dispositifs et services de communication nouveaux ou améliorés pour les personnes handicapées (données périodiques).

(SOURCES DES DONNÉES)<sup>3</sup>

<sup>3</sup> Les partenaires internes et externes ainsi que les gestionnaires chargés de la mise en oeuvre de la SN détermineront les sources de données les plus pertinentes pour chaque indicateur de rendement.

**Stratégie nationale pour l'intégration des personnes handicapées**  
**Cadre d'évaluation du Portefeuille des communications et de la culture**

**DEP/MDC**  
**Avril 1992**

**TABEAU 3 : SATISFACTION DES CLIENTS**

QUESTIONS	INDICATEURS DE RENDEMENT	SOURCES DES DONNÉES
1. Dans quelle mesure les clients/utilisateurs/parrains sont-ils satisfaits des dispositifs et services de communication nouveaux ou améliorés, du matériel de pointe installé dans les bibliothèques et des publications canadiennes produites sur supports de remplacement, c.-à-d. estiment-ils que l'on a répondu aux besoins et attentes des personnes handicapées?	<p>a) Mesure dans laquelle les dispositifs et services de communication nouveaux ou améliorés répondent aux besoins et aux attentes des clients.</p> <p>b) Mesure dans laquelle les dispositifs et services de communication nouveaux ou améliorés augmentent leur capacité de mener une vie indépendante, améliorent leur situation financière et facilitent leur intégration sociale.</p> <p>c) Facilité d'accès et d'utilisation des dispositifs et services de communication nouveaux ou améliorés .</p>	<ul style="list-style-type: none"> <li>• Dossiers et documents du portefeuille des Communications et de la Culture.</li> <li>• Procès-verbaux et discussions du Comité consultatif interne sur les communications pour les personnes handicapées (mensuels).</li> <li>• Procès-verbaux et discussions du Groupe consultatif de la Bibliothèque nationale sur les services nationaux de bibliothèque pour les personnes handicapées (données périodiques).</li> <li>• Rapports internes de planification et d'examen pour tous les secteurs (données périodiques).</li> </ul>
2. Dans quelle mesure les clients sont-ils satisfaits des dispositifs et services de communication nouveaux ou améliorés, du matériel de pointe installé dans les bibliothèques et des publications canadiennes produites sur supports de remplacement, au plan de l'élargissement de l'accès à l'information, de l'utilité et du caractère abordable?	<p>a) Facilité de compréhension du fonctionnement et de l'utilisation des dispositifs de communication.</p> <p>b) Mesure dans laquelle les dispositifs et services de communication ont un bon rapport qualité-prix.</p> <p>c) Degré d'utilité des dispositifs et services de communication.</p>	<ul style="list-style-type: none"> <li>• Procès-verbaux et discussions des groupes d'experts des organismes de parrainage (données périodiques).</li> <li>• Plan de travail (annuel)</li> <li>• Dossiers des projets de partenariat /parrainage : présentations des partenaires; évaluations de proposition; énoncés des objectifs mesurables et des produits à livrer (données continues).</li> </ul>