

Date update provided:-	21/06/2016
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HEI / Disability / Accessibility Support Service Contact Details

<i>HEI/FEI/Other HE course provider</i>	Royal Holloway University of London
<i>Contact Name ie Head of Service or Title</i>	Emilie Titterrell (Disability & Dyslexia Adviser)
<i>Postal Address</i>	Egham Surrey TW20 0EX
<i>Telephone No. – Voice</i>	01784 276473
<i>Email(s)</i>	disability-dyslexia@rhul.ac.uk
<i>Web information / URL</i>	https://www.royalholloway.ac.uk/ecampus/welfare/disabilityanddyslexiaservices/home.aspx

Institutional provisions and resources

<i>Does the HEI have any means of supporting students in respect of the £200 student contribution to the DSA equipment package?</i>	N/A
<i>Are lecture capture systems available? Do students need to make arrangements to access the recordings?</i>	Lecture capture is not currently available
<i>How are students with temporary disabilities accommodated?</i>	They are assessed by the Disability and Dyslexia Service on a individual basis
<i>Are any assistive technology resources available via the University Network? If so what is available?</i>	1. MyStudyBar: http://eduapps.org/?page_id=7 - this is the suite of AT for windows with the user guide included on the page. It's helpful as its all on one bar - the issue we have with it is that it doesn't have an up-to-date version of X-mind but regardless it's a good all rounder for AT. The English spell checker add on called hunspell should also be added so it can be used with Balabolka - see bottom of this page for link: http://www.cross-plus-a.com/balabolka.htm

INSTITUTIONAL RESOURCES AND PROVISION TO SUPPORT STUDENTS WITH DISABILITIES

	<p>2. X-mind mind mapping: http://www.xmind.net/download/ - separate up-to-date version if they are happy to add this too...</p> <p>3. Zotero for research / referencing: https://www.zotero.org/download/ - note here that both the program and the web browser plugins should be installed dependant on browser (chrome or Firefox only)</p> <p>4. Chrome or Firefox browsers so that students can use/add their own plugins/add-ons e.g. Evernote Clearly or Grammarly</p>
<p><i>Does the HEI have any assistive technology expertise? Is there someone students can contact for assistance?</i></p>	<p>Yes, the Disability Adviser (Accessibility) Nickie Webb</p>
<p><i>Does HEI residential accommodation have internet access? Do students have to pay?</i></p>	<p>Yes it does. No, it is free of charge.</p>
<p><i>Is the campus covered by wifi.</i></p>	<p>Yes</p>
<p><i>Does the library make any accommodations for students with disabilities/SpLDs? For example extended library loans?</i></p>	<p>Yes, the library meets individually with students to assess the adjustments needed</p>
<p><i>Do you have study areas on campus specifically for the use of students with disabilities/SpLDs? Is specialist AT available in these locations?</i></p>	<p>No, not sole use.</p> <p>Yes, in one of the computer labs we have an adjustable desk, a large screen, an adjustable mouse and a braille keyboard.</p> <p>The plan is to have several similar stations in the Bedford library for the next academic year. We also have a longer term plan to have an assisted software suite as part of our new library build. Building should be completed summer 2017.</p>
<p><i>Are examination script labels available for students with disabilities to identify the scripts to markers? Please give as much detail as possible. Please make distinctions between coursework and</i></p>	<p>Yes, stickers are available to students with SpLDs for coursework and exams. They refer markers to the following guidelines: https://www.royalholloway.ac.uk/ecamp</p>

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<i>examinations where appropriate.</i>	us/documents/pdf/eso/dyslexicassessmentmarkingguide.pdf
<i>What arrangements are in place for students in receipt of extended time in examinations?</i>	They can sit exams with the additional time recommended in smaller rooms with other students who have extra time.
<i>What is the 'standard' extended testing time value?</i>	25%
<i>What arrangements are in place for students with a 'low distraction' or a 'separate setting' testing environment?</i>	Individual rooms
<i>Does the HEI cover costs for support workers in examinations ie for readers and scribes...or is the DSA used to cover these?</i>	The HEI covers these costs
<i>Can students receive extensions to deadlines? Are these negotiated on an 'assignment by assignment' basis or granted 'carte blanche'?</i>	Extensions are negotiated on an 'assignment by assignment' basis
<i>Does the HEI have any 'in-house' means of providing course materials and course texts in electronic / alternative formats?</i>	The majority of course materials are available on our VLE. Where possible course texts are made available in electronic/alternative formats.
<i>Do any other 'student services' have particular provisions for students with disabilities? For example is there a dedicated careers adviser, study abroad adviser, residential services/accommodation adviser, study skills adviser?</i>	Yes, in Student Services and Careers.
<i>Any other specialist provisions?</i>	

Procedures for interim support

<i>What procedure / provision is in place relating to 'interim' support – ie support to be made available to students in advance of funding body financed provision?</i>	We can put some interim support in the form of mentoring, study skills sessions, some note-taking support
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In-house NMH Provision

<i>Does the HEI have its own NMH provision?</i>	Yes
<i>Is the service registered with DSA-QAG?</i>	Yes
<i>DSA-QAG Unique Identifier:-</i>	NR6JJNSH7J
<i>Contact Details:-</i>	Susan Jewitt susan.jewitt@rhul.ac.uk
<i>URL with details of support types and costs:-</i>	https://www.royalholloway.ac.uk/ecampus/welfare/disabilityanddyslexiaservices/needsassessment.aspx#tabbedareaB