

Date update provided:-	31/05/16
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HEI / Disability / Accessibility Support Service Contact Details

<i>HEI/FEI/Other HE course provider</i>	University of York
<i>Contact Name ie Head of Service or Title</i>	Anne Haversham
<i>Postal Address</i>	Disability Services Sally Baldwin B Block University of York Heslington York YO10 5DD
<i>Telephone No. – Voice</i>	01904 324785
<i>Minicom / SMS</i>	
<i>Email(s)</i>	disabilityservices@york.ac.uk
<i>Web information / URL</i>	https://www.york.ac.uk/students/support/disability/

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>	Students are eligible to apply for our Hardship funds which may contribute towards such costs.
<i>Are lecture capture systems available? Do students need to make arrangements to access the recordings?</i>	Some theatres (though not all) are equipped with Replay lecture capture. Lecture capture is currently not available in seminar rooms and some labs.
<i>How are students with temporary disabilities accommodated?</i>	Directly via their academic department. Disability Services do not support students who have a condition that has not lasted, or is not likely to last, 12 months or more.
<i>Are any assistive technology resources available via the University</i>	Students have access to their own Google Apps suite . As well as unlimited

Network? If so what is available?

cloud storage, the Google drive provides a full range of programs including Docs (word processor), Sheets (spreadsheets) and Slides (presentation). Students can download other packages as well as a vast array of assistive add-ons from native and third party providers. These include speech recognition, writing aids, mind mapping, translation and optical character recognition tools.

Students can also access a free copy of the *Microsoft Office* suite with [Office 365](#).

Other available packages include:

[Nuance PDF Converter](#)

- Create editable PDF files from multiple source documents supporting Office and non-Office applications
- Convert PDF files back to fully formatted source document, eg PDF to Word
- Have documents read back with Nuance[®] RealSpeak™ text-to-speech screen reader

[Endnote / Endnote Online](#)

- Collect and organise references retrieved when searching online resources
- Generate bibliographic lists
- Insert and format in-text citations and reference lists in Microsoft Word

A full list of available software is detailed on our [IT services webpage](#).

Other assistive applications such as [Supernova](#) are installed directly onto a number of managed machines.

INSTITUTIONAL RESOURCES AND PROVISION TO SUPPORT STUDENTS WITH DISABILITIES

<p><i>Does the HEI have any assistive technology expertise? Is there someone students can contact for assistance?</i></p>	<p>IT Services provides user guides, training and one-to-one support for the above software.</p>
<p><i>Does HEI residential accommodation have internet access?</i> <i>Do students have to pay?</i></p>	<p>Yes No</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</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>We have two accessible study spaces in our libraries. These are bookable for students with disabilities. The spaces are equipped with height adjustable desks and height adjustable chairs.</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 examinations where appropriate.</i></p>	<p>For students who have an SpLD, papers are stickered (often digitally) so that they are marked with no penalties for errors of spelling, punctuation and grammar providing the meaning is clear. These apply to both exam and coursework so long as spelling, punctuation and grammar do not form part of the assessment criteria or fitness to practice.</p>
<p><i>What arrangements are in place for students in receipt of extended time in examinations?</i></p>	<p>Extra time is allocated in portions of 25% of the original exam time. If a student requires additional time for rest breaks, they are awarded a further 25% extra time which they must self-manage. We do not offer 'stop the clock' breaks.</p>
<p><i>What is the 'standard' extended testing time value?</i></p>	<p>25%</p>
<p><i>What arrangements are in place for students with a 'low distraction' or a 'separate setting' testing environment?</i></p>	<p>A room with fewer fellow candidates. In exceptional circumstances we can arrange for the candidate to have their own room.</p>

INSTITUTIONAL RESOURCES AND PROVISION TO SUPPORT STUDENTS WITH DISABILITIES

<p><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></p>	<p>Historically, DSAs have been used to cover these costs though we are not reliant on external DSA for NMH in closed assessments.</p>
<p><i>Can students receive extensions to deadlines? Are these negotiated on an 'assignment by assignment' basis or granted 'carte blanche'?</i></p>	<p>Extensions are considered on a case-by-case basis by the relevant academic department. We will not facilitate a 'carte blanche' approach.</p>
<p><i>Does the HEI have any 'in-house' means of providing course materials and course texts in electronic / alternative formats?</i></p>	<p>Students and staff can request accessible texts via our library. This service is offered at a limited capacity so must be prioritised accordingly. Typically we reserve this service to students with significant visual impairments or complex physical needs.</p>
<p><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></p>	<p>Disability Services work closely with our Careers team to offer bespoke advice, specialist training, support and opportunities for students with disabilities, eg Asperger's.</p> <p>Disability Services work closely with our Accommodation and Estates teams to provide the most suitable living arrangements and reasonable adjustment.</p> <p>Disability Services work with Global Programmes team to scope appropriate support at partner institutions and facilitate such support where possible.</p>
<p><i>Any other specialist provisions?</i></p>	<p>N/A</p>

Procedures for interim support

<p><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></p>	<p>Where an urgent need is identified, we will meet the cost of interim NMH whilst long term funding is sourced via DSAs.</p>
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In-house NMH Provision details – if available

<p><i>DSA-QAG Unique Identifier:-</i></p>	<p>TNPB8GQPB3</p> <p>For SpLD Specialist One-to-One Study Skills Support (Band 4) only.</p>
<p><i>Contact Details:-</i></p>	<p>Disability Services Sally Baldwin B Block University of York Heslington York YO10 5DD</p> <p>disabilityservices@york.ac.uk</p> <p>01904 324785</p>

What other NMH Providers deliver NMH support to your students?

<p><i>Provider name 1:-</i></p>	<p><u>Keyfort Education (trading as Neupartners)</u></p>
<p><i>DSA-QAG Unique Identifier:-</i></p>	<p>3HCX1IJ3F9</p>
<p><i>For support types:-</i></p>	<p>Band 1</p> <ul style="list-style-type: none"> ● Practical Support Assistant ● Library Support Assistant ● Reader ● Scribe ● Sighted Guide <p>Band 2</p> <ul style="list-style-type: none"> ● Study Assistant ● Examination Support Worker ● Note Taker

INSTITUTIONAL RESOURCES AND PROVISION TO SUPPORT STUDENTS WITH DISABILITIES

	<p>Band 3</p> <ul style="list-style-type: none"> ● Communication Support Worker ● Electronic Note taker ● Specialist Transcription Services <p>Band 4</p> <ul style="list-style-type: none"> ● Specialist One to One Study Skills Support (non SpLD/Autism) ● Specialist Mentor (non Autism)
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<i>Provider name 2:-</i>	<u>Spectrum First</u>
<i>DSA-QAG Unique Identifier:-</i>	T9S2W6L3A0
<i>For support types:-</i>	<p>Band 4</p> <ul style="list-style-type: none"> ● Asperger Specialist Mentor ● Asperger Specialist Study Skills Tutor ● Asperger Specialist Study Coach - <i>This role is a combination of asperger specialist mentor and study skills tutor. It should be recommended for those students who would otherwise be recommended both. It is designed to ensure more efficient consistency of support. See page 20 of the NMH Reference Manual it states, 'Some HEIs have combined the two activities [mentor and 1:1 study skills support] into an overarching Study Coach role'.</i>

<i>Provider name 3:-</i>	<u>City of York Council</u>
<i>DSA-QAG Unique Identifier:-</i>	
<i>For support types:-</i>	Language Support Tutor for deaf students