Project No.: 618103-EPP-1-2020-1-PS-EPPKA2-CBHE-JP

Edu4ALL

Disability as diversity: The inclusion of students with disabilities in higher education

Deliverable D1.2.1	**Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide**

Work Package (WP)	WP1.Reviewing and analysing the educational requirements for people with disabilities in partner countries HEIs
WP Leader	Irbid National University
Task members	National & Kapodistrian University of Athens The University of the Basque Country
Issue date	27 July 2021
Version/Status	V2.0 Final

2

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Project partners

Palestine Technical University Kadoorie
Palestine
Coordinator

National and Kapodistrian University of Athens
Greece

The University of the Basque Country
Spain

Irbid National University
Jordan

Partners for Sustainable Development
Palestine

The University of Jordan
Jordan

Al-Ummah University College
Palestine

Palestine Technical College
Palestine

Int@E UG
Germany

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Project information

Project number	618103-EPP-1-2020-1-PS-EPPKA2-CBHE-JP
Action code	CBHE-JP
Project acronym	Edu4ALL
Project Title	Disability as diversity: The inclusion of students with disabilities in higher education
Funding scheme	Erasmus+ KA2
Date of EC approval	30/06/2020

Contact

Project Coordinator	Dr. Eman Daraghmi, Associate Professor
Address	Palestine Technical University Kadoorie, Applied Computing Department, Kadoorie Circle 7, PS - 20030 Tulkarm West Bank, Palestine
Phone	+970-595765601
email	e.daraghmi@ptuk.edu.ps
Project Website	https://www.ptuk.edu.ps/projects/edu4all/

4

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Document Data

Distribution List*	RE
Work Package	WP1: Reviewing and analysing the educational requirements for people with disabilities in partner countries HEIs
Task	1.2 Analysing the current practices of inclusive education for students with disabilities in EU and worldwide
Deliverable Title	Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide
Work Package Leader	Irbid National University
Task Members	National & Kapodistrian University of Athens The University of the Basque Country
Date of issue	27/07/2021
Total number of pages	156

*Choose from:
PU (Public)
RE (Restricted to a group specified by the Consortium (including the Commission Services)
CO (Confidential, only for members of the Consortium (including the Commission Services)

Version History

Version	Date	Author/Organization
V1.0	17/5/2021	Georgios Kouroupetroglou, Alexandros Pino, Theatina Kylafi (NKUA) Nestor Garay Vitoria, Sandra M. Espín-Tello, Myriam Arrue, Edurne Larraza-Mendiluze (UPV/EHU)
V2.0 Final	27/7/2021	Georgios Kouroupetroglou, Alexandros Pino, Theatina Kylafi (NKUA) Nestor Garay Vitoria, Sandra M. Espín-Tello, Myriam Arrue, Edurne Larraza-Mendiluze (UPV/EHU)

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Table of Contents

6

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

7

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

8

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

List of Acronyms

This table shows the acronyms used in this deliverable in alphabetical order.

Acronym	Description
ADD	Attention Deficit Disorder
ADHD	Attention Deficit Hyperactivity Disorder
AEA	Alternative Exams Arrangements
AFS	Alternative Formats Service
ASD	Autism Spectrum Disorder
ASR	Assistive technology room
AT	Assistive Technology
ATI	Accessible Technology Initiative
CFS	Chronic fatigue syndrome
COVID	Corona virus disease
DAS	Disability Advisory Service
DCD	developmental coordination disorder
DIO	Diversity and Inclusion Office
DLO	Disability Liaison Officer
DRES	Disability Resources and Educational Services
DRF	Disability Resource Fund
DSAs	Disabled Students' Allowances
DSS	Disability Support Services
DSS	Disability Support Summary
DSSO	Disability Support Services Office
DU	Disability Unit
EC	European Commission
EU	European Union
HE	Higher Education
HEI	Higher Education Institution
HIV	Human immunodeficiency virus
HPCSA	Health Professions Council of South Africa
KESY	Centre for Therapy, Training and Research
LD	Learning Disabilities

LENS	Learning Educational Needs
ME	Myalgic encephalomyelitis
MEC	Management Executive Committee
NCOD	National Center on Deafness
NSFAS	National Student Financial Aid Scheme
OCD	Obsessive-compulsive disorder
OCR	Optical Character Recognition
OIC	Office for Inclusivity & Change
OSA	Office of Student Affairs
PsyCaD	Psychological Services and Career Development
PTSD	Posttraumatic stress disorder
RSI	repetitive strain injury
SAAS	Student Access and Accommodation System
SAS	Student Accessibility Services
SCBU	Servicio Central de Bienestar Universitario-Central University Welfare Service
SpLD'S	Specific learning difficulties
SSD	Student Support Document
SSP	Student support plan
TAP	Thriving and Achieving Program
TBI	Traumatic Brain Injury
UADS	Universal Accessibility and Disability Services
UNIDIS	Center for Attention to University Students with Disabilities

Executive Summary

This document presents a collection of data on the current practice of Units in Higher Education Institutes (HEI) in providing services for students with disability (SwD), including students with learning disabilities, from 73 universities in the European Union and worldwide. The collected data are presented in a consistent way and include the following information for the Unit in each HEI: name, URL, city, country, size, type, policy statement for SwD, name of the Unit, URL of the Unit, the official Mission of the Unit, Committees / Offices for supporting SwD, eligible categories of SwD to get services from the Unit, provided Specific Services for SwD, guidelines / resources for SwD, Assistive Technology provided for SwD, Unit's employees.

Introduction

According to the Edu4ALL proposal, **Task 1.2** «**Analysing the current practices of inclusive education for students with disabilities in EU and worldwide**» of the preparatory Work Package WP1 «Reviewing and analysing the educational requirements for people with disabilities in partner countries HEIs » provides input to:

- Task 1.3 «Forming the committee of practice in each institution at both partner countries»
- Task 1.4 «Organising awareness raising workshop on "Inclusive Education in HEIs»
- Task 2.2 «Modernising a 'disability statement' for PC HEIs»
- Task 2.4 «Lab modernisation with the needed assistive technologies at partner country HEIs»
- Task 2.5 «Developing training tutorials»
- Task 2.6 «Defining delivery approaches and assessment».

Thus, this report presents the methodology followed for the data collection, as well as the results of the data collection on the current practices of inclusive education in Higher Education Institutions (HEI) for students with disabilities in the European Union (EU) and worldwide.

Methodology

According to the actions agreed in the kick-off meeting of the Edu4All project, a tele-meeting was held on 12 March 2021 between the partners of WP1 from Palestine and Jordan with the EU partners (UoA, UPV/EHU and Int@E) to discuss the implementation of Task 1.2 and agree on the methodology to be followed.

The methodology includes the following:

- Determination of the data to be collected from each HEI
- Development of the template for data collection
- Selection of the HEI for data collection
- Gathering the data
- Presentation of the data in a report.

After a thorough discussion, we agreed to collect the following data from each HEI:

- **Name of the HEI**
- **URL of the HEI**
- **City / Location of the HEI**
- **Country of the HEI**
- **Size by providing the number of staff and the students' population**
- **Type of HEI: either public or private**
- **Policy Statement of the HEI for students with disabilities and Learning Educational Needs (LEN)**
- **Unit Name for providing services to students with disabilities & LEN**
- **The URL of the Unit providing services to students with disabilities & LEN**
- **The official Mission of the Unit**
- **Committees / Offices for supporting students with disabilities and LEN**
- **Eligible Categories of students with disabilities & LEN to get services from the Unit**
- **Specific Services for students with disabilities & LEN provided by the Unit**
- **Guidelines / Resources   for students with disabilities & LEN**
- **Assistive Technology provided for students with disabilities & LEN**
- **Unit Employees: number and profession of the staff**

The template for data collection we have developed is presented in Annex I.

We decided to get data from a representative number of about 50 HEI, of all sizes, both public and private, selected randomly from the EU countries and worldwide.

We have decided to collect the data from the university websites.

The prestation of the data collected will be given in a consistent way. It is important to include links to the specific web pages or source of each Unit for the data collected.

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Results

1.1 Yale University

Name	Yale University
URL	https://www.yale.edu
City	New Haven, Connecticut
Country	United States of America
Size	12.060 Students (Fall 2020) – 4.869 Academic staff (Fall 2019)
Type	Private (Research) University
Policy Statement	• Yale University's Equal Opportunity Statement • Affirmative Action Program for Persons with Disabilities
Unit Name	Student Accessibility Services
Unit URL	https://sas.yale.edu
Mission of the Unit	"…..to facilitate individualized accommodations for undergraduate, graduate and professional school students with disabilities, and work to remove barriers which may prevent full participation in the University community".
Committees / Offices	• Office of Institutional Equity and Access • Provost Advisory Committee on Accessibility Resources (35 Members)
Eligible Categories	Students with: • Motor Disability (manual/upper limp, manual/lower limb, paraplegia, quadriplegia, hemiplegia), • Sensory Disability (deafness/hard of hearing, blindness/low vision), • LD/ADHD (dyslexia, dysgraphia, dyscalculia), • Chronic Health Conditions (cancer, diabetes, Autoimmune disorders (including RA, Lupus), • Psychiatric/Psychological (anxiety, depression, PTSD, OCD, bipolar, autism spectrum disorder) • Temporary Disabilities (concussion, broken upper limb/hand, broken lower limb/foot) • Other (dietary/food/environmental allergies, asthma, sleep/neurological disorders/TBI)
Services	• Registration with SAS • Exam / Housing / Dining Accommodations

	- Accessible Parking on Campus - Transportation (fixed shuttle route / Special Service vans) - Production of documents/books in accessible formats (outsourcing to SensusAccess [How do I convert a document using SensusAccess?] - Peer Liaison Program (*pilot phase 2021-22*) - Facilities services (Accessible Learning Spaces, priority snow plowing, elevator/lift repairs/reporting outages, automatic door/gate opener repairs) - Letters of accommodations' notification to faculty - Note-taker network service - Campus Accessibility Maps (web-based) - Student Accessibility Services COVID-19 Response
Guidelines / Resources	- Disability Documentation Guidelines - Faculty Guidebook for the production of course material in accessible formats - Web Accessibility guidelines & Resources - Guidelines for Emergency event planning
Assistive Technology	A variety of AT for loan
Unit Employees	- Director (Sociology, Law) - Associate Director (English Language and Literature/Letters) - Associate Director of Accommodations (Music, Counselling, Divinity) - Sr. Administrative Assistant

1.2   University of Johannesburg

Name	University of Johannesburg
URL	https://www.uj.ac.za
City	Johannesburg, Gauteng
Country	South Africa
Size	50.786 Students (2018) - 2.942 Academic staff
Type	Public
Policy Statement	"Policy on people with disabilities" (date of approval: 29 November 2011)
Unit Name	University of Johannesburg Disability Services (Disability Unit - DU) *operates within the Centre for Psychological Services and Career Development (PsyCaD)*
Unit URL	https://www.uj.ac.za/corporateservices/ads/psycad/Pages/University-of-Johannesburg-Disability-Services.aspx
Mission of the Unit	"The University of Johannesburg is committed to making the university space an inclusive environment that recognizes the talents, abilities and potential of people with disabilities. The University is committed to creating an enabling learning and work environment along with an organisational culture where full and equitable participation and progression become a reality for all its students and employees. Disability integration forms an integral part of the University's transformation agenda. "
Committees / Offices	Committee for People with Disabilities (sub-committee of the Management Executive Committee (MEC)
Eligible Categories	Students with: • Physical/ sensory/ neurological/neurodevelopmental disability (ADHD) • Specific learning disability • Speech impairment (articulation/fluency/voice disorder) • Visual impairment (blindness/low vision) • Hearing impairment (deaf/hard of hearing)
Services	Support services include providing advice and facilitating academic accommodations, in collaborative partnerships with students' university lecturers, departments and faculty. • Confidential consultation sessions

	• Concession (e.g. extra-time, use of assistive devices, venues, etc.) application for tests/exams • Test and exam arrangements • Training, assistance and advice regarding assistive technology, hardware and software (Jawz, Zoomtext, Non Visual Desktop Access) • Working with lecturers, residence, campus health, etc. to best support these students • Support with Disability bursary applications • Access to study material in alternative formats (braille, audio, electronic text, print enlargement) • Support with accessible transport between campuses, residences and lectures • Access to human support (scribes, note takers, sign language interpreters) • Equipment loans • Parking request/application • Advocacy and awareness on disability issues.
Guidelines / Resources	• Disability services tip sheet • Disabilities guide/support material
Assistive Technology	Assistive devices and technology at PsyCaD offices and in the libraries such as: • ZoomText (screen magnifier) • JAWS (computer screen reader program) • ClaroRead (software for reading and writing) • Merlin Magnifier (enlarges on screen printed documents) • Eye-Pal reader (book reader) • The hearing loop system (omits all unwanted sounds for better hearing)
Unit Employees	Counselling, Clinical and/or Educational Psychologists, and Psychometrists registered with the HPCSA (Health Professions Council of South Africa)

1.3   *University of Bristol*

Name	University of Bristol
URL	http://www.bristol.ac.uk
City	Bristol
Country	United Kingdom
Size	29.356 Students - 7.912 Academic/Administrative staff (2019/20)
Type	Public Red Brick Research University
Policy Statement	• University Policy on Supporting Disabled Students • University Policy for Student Digital Equity • Web Accessibility
Unit Name	Disability Services
Unit URL	http://www.bristol.ac.uk/disability-services/
Mission of the Unit	"The University of Bristol welcomes applications from disabled students. We strongly encourage you to tell us about your disability so that we can prepare to support you. No applicant will be disadvantaged in the admissions process due to a disability, learning difficulty, health or mental health condition. When you disclose a disability, the admissions process we follow is identical to the process for all applicants."
Committees / Offices	
Eligible Categories	Students with: • Specific learning difficulties (SpLD'S) (e.g. dyslexia/dyspraxia/ attention deficit hyperactivity disorder (ADHD)) • Long term health conditions • Mental health conditions (e.g. depression, anxiety, eating disorders, obsessive compulsive disorder (OCD), bipolar affective disorder, personality disorders, or psychosis) • Autism spectrum conditions (e.g. Asperger syndrome) • Sensory impairments (e.g. visual/hearing impairment, blindness/deafness) • Mobility difficulties (e.g. paralysis, scoliosis, chronic pain, difficulty walking, wheelchair usage) • Ongoing health conditions (e.g. arthritis, epilepsy, diabetes, cystic fibrosis, narcolepsy, repetitive strain injury (RSI), cancer, HIV,

17

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	hepatitis, multiple sclerosis, Crohn's disease, chronic pain, lupus, or chronic fatigue syndrome/myalgic encephalomyelitis (CFS/ME)
Services	• Disability Adviser • Access Routes • Parking for disabled students/visitors • Adapted rooms for students with disabilities (visual/hearing impairment, wheelchair usage, mobility restriction) • Workplace Mental Health Support Service • Library Support (accessible study spaces, extended loans, book retrieval, scan/email/postal service, alternative formats) • Document (short) conversion to accessible formats (web-based service - formats: MP3 audio, Word, Braille, and e-books) • School Disability Coordinator • Alternative Exams Arrangements (AEAs - e.g. extra time, computer usage, reader, scribe, rest breaks) • Reasonable Adjustments on teaching and assessment • Group Study Skills Sessions (e.g. time management and organisation, active reading, notetaking strategies and software, etc) • Dyslexic Workshops • Specialist study support for disabled students (Specialist Mentor, Exam Support Workers e.g. Readers, Scribes, Prompters, Practical Support Assistant, Library Support Assistant, Workshop/ Laboratory Assistant, Manual/Electronic Notetaking, Study Assistant) • Special Study Support Funding (Disabled Students' Allowances (DSAs), Disability Resource Fund (DRF)) • Lecture Caption Platform
Guidelines / Resources	• Access Guides (Information on Building Parking and Services' Outside Access/Reception/Floors/Lifts/Toilets) • Standard/Bespoke Disability Support Summary (DSS - recommendations for adjustments on teaching and assessment written by a Disability Adviser considering professionals' advice) • Library Support services guidance • Assistive Technology information and online training • Adapted accommodation guides
Assistive Technology	Software: • Mind mapping (Inspiration, MindView) • Reading and writing (Texthelp Read&Write) • Screen reading and display enhancement (JAWS Screen Reader, ZoomText Magnifier/Reader) • Voice recognition (Dragon Naturally Speaking) • Scanning (ABBYY FineReader (Optical Character Recognition)) • Lecture Caption Platform (Re/Play) • Library assistive software and an assistive technology (AT) room

Unit Employees	- Library Support Team - School Disability Coordinators - Specialist Mentors - Study Skills Tutors - Exam Support Workers (e.g. Readers, Scribes, Prompters) - Practical Support Assistants - Workshop/ Laboratory Assistants - Note-takers - Study Assistants

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.4   University of Limerick

Name	University of Limerick
URL	https://www.ul.ie
City	Limerick
Country	Ireland
Size	16.000 Students (2019) - 498 Academic staff (2016)
Type	Public
Policy Statement	• UL Equality and Human Rights Strategy 2019-2022 • Equality and Diversity Policy
Unit Name	Disability Support Services
Unit URL	https://ulsites.ul.ie/disabilityservices/
Mission of the Unit	"The Disability Support Services team offers guidance and support throughout the academic journey to students who have a disability. The team provides a wide range of supports that allow students to develop the skills they need to become competent, independent learners. Disability Support Services supports students registered on both undergraduate and postgraduate programmes of study. "
Committees / Offices	• Disability Support Services Office (part of Student Affairs Division) • Equality, Diversity and Inclusion Board
Eligible Categories	Students with: • Blindness/Visual Impairment • Deafness/Hearing Impairment • Physical Disability • On-Going Illness • Learning Difficulty (e.g. Dyslexia, ADD/ADHD, DCD – Dyspraxia/ Dyscalculia) • Mental Health Condition • Neurological / Speech and Language Impairment • Asperger's / Autism
Services	• Registration with Disability Services • Need Assessment meeting (+ LENS (Learning Educational Needs summary)) • 1916 Bursary Fund applications • Scholarships (Stuart Mangan/Elaine Fagan Scholarship) • Student Assistance Fund • Summer School

	• Special Needs Accommodation for students with disabilities (custom adjustments provision) • Disabled driver's space (parking) • Disability Services accessible bus (routes to/from campus accommodation villages) • Alternative textbook/material format • Note-taking • Student Support Officer • ULEAD Programme ("yo**U L**earn **E**ngage **A**spire **D**evelop" - transition from the 2nd level education environment to its 3rd level equivalent) • Exam/Course Accommodations • Academic Recapping • Disability related events • Specialized equipment • Assistive Technology Lab
Guidelines / Resources	• Assistive technology outreach Programme (information sessions, training, assessments, support) • Disability Support Services student booklet • DAWN Handbook: Teaching Students with Disabilities: Guidelines for Academic Staff (Disability Advisors Working Network) • Clinical/School placements queries • Detailed information/guide for Students/Parents/Staff • Software Guidelines
Assistive Technology	• Assistive Technology centre • Assistive technology outreach Programme (information sessions, training, assessments, support) • Assistive Technology Lab • Braille Printing • Computer Access & Support • Print Allocation • Assitive Loaning Service • Assitive Software (e.g. Dragon Naturally Speaking, JAWS, ZoomText, Read & Write Gold, Inspiration, ClaroRead Pro, Typing Programmes, Mind Genius)
Unit Employees	• Head of Disability Support Services (Liberal Arts and Sciences, Liberal Studies, Sociology) • Alternative Format Officer • Assistive Technology Officer (Computer Systems, Software Engineering) • Regional Assistive Technology Coordinator (Information Technology & Telecommunications, Project & Program Management, Computing) • Student Support Officer (Liberal Arts and Sciences, Liberal Studies, Sociology) • Senior Administrative Assistant

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.5 California State University

Name	California State University
URL	https://www.csun.edu
City	Northridge, California
Country	United States
Size	2.023 Academic Stuff – 1.910 Administrative Staff – 38.815 Students (Fall 2020)
Type	Public
Policy Statement	The California State University Board of Trustees Policy on Disability Support and Accommodations
Unit Name	Disability Resources and Educational Services (DRES) (department within the Division of Student Affairs)
Unit URL	https://www.csun.edu/dres
Mission of the Unit	"Disability Resources and Educational Services (DRES) plays an integral role in the university mission of teaching, scholarship and active learning by furthering the vision of an inclusive society that supports the attainment of academic, professional and personal goals for persons of all abilities. The department fulfills this mission through programs of student service, training and education."
Committees / Offices	• Office of Equity & Diversity • Board of Trustees Policy on Disability Support and Accommodations
Eligible Categories	Students with: • Disability/Medication-Related Functional Impairments on Academic Performance (Mental Health Problems / Physical Disability)
Services	• Thriving and Achieving Program (TAP - Academic coaching, Strengths-based counseling, Technology to enhance learning, Connection Points seminars) • Student Access and Accommodation System (SAAS) (Web based) • NCOD: Deaf and Hard of Hearing Services (Sign Language/DeafBlind Interpreting, Oral Transliteration, Computer Aided Realtime Translation, TypeWell transcriber, Notetaker Program) • Parking for Persons with Disabilities • Adjustable classroom furniture • Alternate material format • Exam accommodations • Assistive Technology Consultation

	• Lecture audio recording • Disability Related Counseling • Shared Notes • Career Services (Workshops and Programmes) • Library Services for Users with disabilities • Accessible Housing (wheelchair-accessible apartment, a few buildings with elevators, allowance of service animals, special hard-of-hearing students' community housing) • Universal Design application
Guidelines / Resources	• Employee's Guide to Reasonable Accommodation and the Interactive Process • Supervisor's Guide to Reasonable Accommodation and the Interactive Process • Faculty Guide to Accommodating Students with Disabilities • Syllabus statement • Video resources • Digital Media and Document Training Guides (Universal Design Center) • Accessibility Modules (Universal Design Center) • Accessible Technology Initiative (ATI) Procurement Procedure (Universal Design Center) • SAAS (Student Access and Accommodation System) Instructional Videos for Faculty/Students • University Counseling Services' manual (Assisting Students in Distress)
Assistive Technology	• Accessible Technology Initiative (ATI) • Assistive Technology Rooms (Library - screen reader, text reader/magnifier, cognitive mapping program, speech recognition, OCR, etc.)
Unit Employees	• Accommodation Support Coordinator • Counselors (Sociology, School/Clinical/College/Career Counseling, Psychology and social behavior, Student Affairs, Teaching, Mentoring, Vocational Training, Educational Evaluation, Professional Development) • Director • Assistant Director (Psychology, Educational Counseling) • Alternative Testing Coordinator • Accounting Coordinator • Alternative Media Specialist (Liberal Arts and Sciences, Communication and Media studies) • Administrative Support Coordinator • TAP ("Thriving and Achieving Program") Coordinator • Assistive Technology Specialist (Biochemistry, Special Education and Teaching)

1.6   *Nelson Mandela University*

Name	Nelson Mandela University
URL	https://www.mandela.ac.za/
City	Gqeberha
Country	South Africa
Size	4.063 Administrative Staff – 28.815 Students
Type	Public
Policy Statement	• Constitution of the Republic of South Afiica Act, No. 108 of 1996 • Green Paper for Post-School Education and Training • Promotion of Equality and Prevention of Unfair Discrimination Act. 2000 • Education White Paper 3 - A Programme for Higher Education Transformation • Education White Paper 6 (Special Needs Education - Building an Inclusive Education and Training System)
Unit Name	Student Universal Accessibility and Disability Services (UADS)
Unit URL	https://disability.mandela.ac.za/
Mission of the Unit	"..aims to provide appropriate support services to empower differently abled students on campus through assistive technology, training & development – encouraging independence and active participation in the academic and extra-curricular activities. "
Committees / Offices	
Eligible Categories	Students with: • Blindness (no functional vision) • Visual Impairment (functional vision with limitations) • Deafness • Hearing Impairment (None/little/some hearing, persons with different degrees of hearing loss) • Physical Disability • Psychosocial/Emotional Disability • Neurodevelopmental Disability • Chronic health disease • Deaf-Blindness • Learning Difficulty

Services	- Concessions (Tests & Exams - e.g. extra time, use of personal assistant, facilitation of exam venues for differently abled students) - Scribes (available on request) - Accessible transport - Accessible student housing - Adaptive/Assistive technology (devices and softwares – advised by NSFAS) - Refferals to available student funding - Universal design & access (infrastructure - UADS advise and facilitates the process) - Orientation and Mobility for the blind and partialy sighted students - Awareness campaigns - Advocacy and counselling on disability related issues - Orientation of new differently abled students - Braille Transcription Services (Consultant, student and lecturer responsibilities (Tests/exams, Adaptive text arrangements and other accesible formats) - Sign Language Interpretation - Society for students with disabilities and able-bodied students (FUSION) - Financial Support (e.g. NSFAS Disability Bursary) - Events (e.g. "Eye Care Awareness and Goal Ball Tournament" event) - Residence Accommodation - Assistive Technology - Lecture Room/Practical Accommodation - Infrastructure Accommodation - Human Support - Material in alternative format (accessible format)
Guidelines / Resources	- Disability All Sorts (a directory of organisations and resources for people with disabilities in South Africa) - Reasonable accommodation request/application documents/guides (Student reasonable accommodations application form, Student disability information and reasonable accommodation request form) - Technical Guidelines/Requirements - Audit/Legislative Information
Assistive Technology	- Magnification hardware/software/MERLIN - Tape/CD recorder - Spectacles - Hearing devices (dictaphone, FM receiver, etc) - Scribes - Walking Frame
Unit Employees	- Deputy Director&HoD (Special Needs & Support Services) - Operations Manager (Development Studies)

	- Administrative Assistant & Secretary (Psychology) - Student Access Co-Ordinator - Braile Officer - Transport Facilitators (2)

1.7   University of Pretoria

Name	University of Pretoria
URL	https://www.up.ac.za/
City	Pretoria
Country	South Africa
Size	13.814 Administrative Staff – 56.409 Students
Type	Public
Policy Statement	Policy on students with disabilities (Rt 320/19)
Unit Name	Disability Unit (within the Department of Student Affairs)
Unit URL	https://www.up.ac.za/disability-unit
Mission of the Unit	"..The University of Pretoria has an institutional commitment to ensure an integrated and inclusive learning experience for students with disabilities. Accordingly, the Disability Unit aims to create an enabling environment by providing support to students with disabilities... The Disability Unit endeavours to establish a human rights culture at UP that allows for equal access and participation of students with disabilities in the UP learning environment..."
Committees / Offices	Disability Management Committee (subcommittee of the UP Institutional Transformation Committee)
Eligible Categories	Students with: • Blindness (no functional vision) • Visual Impairment (functional vision with limitations) • Deafness (Little or no hearing) • Hearing Impairment (None/little/some hearing, persons with different degrees of hearing loss) • ADHD • Learning Disability • Psychological/Psychiatric Disability • Physical Disability • Neurological Disability • Chronic Illness (A long standing medical condition /illness that affects daily functioning) • Temporary Disability (Physical Disability of a Temporary Nature)

Services	• Walk-In- Sessions/Consultations • Assistive technological services (screenings, trainings and support) • Adapted text arrangements (document conversion into accessible formats) • Test and examination accommodations / concession applications • Orientation and mobility training • Academic support for students with learning disabilities • Referrals for recommended textbooks in electronic format • Accessible study venues and a computer lab • S A Guide-Dog Association for the Blind services
Guidelines / Resources	• Disability awareness training (for lecturers) • Advice on effective instructional methods for students with disabilities (for lecturers)
Assistive Technology	A variety of assistive computer technologies and software applications available at the DU's computer lab
Unit Employees	• Head of Disability Unit • Technical Officers (2 - Psychology, Philosophy, Marketing) • Administrative Officer (Business Administration & Management)

1.8   National and Kapodistrian University of Athens

Name	National and Kapodistrian University of Athens
URL	https://www.uoa.gr
City	Athens
Country	Greece
Size	1.653 Professors, 483 teaching/laboratory staff, 1.078 administrative staff, 45.104 undergraduate students, 15.473 MSc students, 8.679 PhD students
Type	Public
Policy Statement	The policy of the National and Kapodistrian University of Athens for students with disabilities is to to actively realize coequal access to academic studies, through built environmental modifications, advanced Assistive Technologies and access services. This main entity to achieve the targets of this policy is the Accessibility Unit for Students with Disabilities. You can find more for the relevant services in its website.
Unit Name	Accessibility Unit
Unit URL	https://access.uoa.gr
Mission of the Unit	"…the achievement in practice of coequal access to the academic studies of students with different abilities and needs, by providing environmental modifications, computer based Assistive Technologies, and Access Services."
Committees / Offices	**Accessibility Committee**: President (Vice Rector for Academic and Student Affairs), Executive Vice president, 5 members, 3 student members, 3 deputy student members
Eligible Categories	Students of the NKUA can receive the services offered by the Accessibility Unit as long as they have a diagnosis certificate issued by an official/state entity or healthcare provider for: sensory disability, motor disability, learning disability/dyslexia, pervasive neuro-developmental disorders / autism / Asperger, severe disease, severe psychosocial problems.
Services	Activity and Participation Restrictions' Registration Accessibility Support Voluntary Service Transportation Service Conversion of books to an accessible format Built Environment Accessibility

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	Video Relay Service Psychological Counseling Exam Accommodations Accessible Sports Department
Guidelines / Resources	Accessibility Guidelines & Tools: Guidelines for Producing Accessible Documents and Presentations Accessibility Guidelines for the Websites of the University of Athens Web Content Accessibility Guidelines
Assistive Technology	ATHENA Free AT Software Inventory mATHENA Free AT Software Inventory for mobile devices Library workstations
Unit Employees	14 staff members: Two Computer Scientists, two Philologists, two Mathematicians, Sociologist, Sign Language Interpreter, Special Education School Teacher, two secretaries, three car rivers.

1.9   University of Cape Town

Name	University of Cape Town
URL	http://www.uct.ac.za/
City	Cape Town
Country	South Africa
Size	1.208 Academic Staff - 3.179 Administrative Staff – 28.703 Students
Type	Public
Policy Statement	- University of Cape Town Disability Policy - Policy on Employment Equity - University of Cape Town Student Mental Health Policy - University of Cape Town Student Equity Policy
Unit Name	Disability Service
Unit URL	- http://www.oic.uct.ac.za/disability-service-1 - http://www.staff.uct.ac.za/staff/support/disability-service
Mission of the Unit	".. - give academically deserving disabled people access to a fair and equal educational and work experience - interact appropriately with students, staff, prospective students and visitors with disabilities - remove any physical, policy, information and attitude barriers that might prevent students and staff from fulfilling their potential .."
Committees / Offices	Office for Inclusivity & Change (OIC)
Eligible Categories	Students with: - Deafness - Visual Impairment - Learning Disability (e.g. dyslexia) - Physical Disability/injury (e.g. handwriting difficulties) - Mental Health conditions - Neurological/Neurodevelopmental Disorder (e.g. epilepsy, Tourette syndrome)
Services	Accessible transport

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	- Accessible venues and parking - Assistive technologies and furniture - Audio transcripts of YouTube lectures - Speech-to-text, text-to-audio and voice over services - Material for visually impaired students - Appropriately formatted academic material - Real time text transcription - Disability Service study space - Assistive furniture - Notetakers, scribes and practical lab assistants - South African Sign Language interpreters - Examination concessions - Emotional and psychological support - Accessible residential accommodation for students with physical disabilities - Shuttle service (fully accessible transport between residences and lectures) - Advocacy on disability issues - Bursary and Loan opportunities
Guidelines / Resources	- Handbooks (General Rules And Policies, Student Support And Services) - Reports & Policies - Software Guides - Publications
Assistive Technology	- Read and Write Literacy Software - Dragon Naturally Speaking Software - Apple iPad voice over facility - Zoomtext (large screen monitor) - Merlin Magnifier - Jaws software
Unit Employees	- Director (Office for Inclusivity & Change - Social Policy & Management, Higher Education Studies, African Gender Studies) - Manager of the Disability Service (Child and Family Studies, community health and trauma counselling) - Administrative Assistant (Logistics, Support Analyst) - Direct Services Specialist (Teaching) - Disability Advocacy Specialist (Disability Studies, Media Studies - Communications and Sign Language) - Barrier-free Access Specialist (Industrial & Organizational Psychology) - Senior Clinical Support Specialist (Clinical Psychology) - Psychometrist (Psychology)

1.10 The Chinese University of Hong Kong

Name	The Chinese University of Hong Kong
URL	https://www.cuhk.edu.hk/english/index.html
City	Shatin
Country	China
Size	1.697 Academic Staff - 20.608 Students
Type	Public
Policy Statement	Diversity & Inclusion Policy
Unit Name	Support Services for Students with Disabilities
Unit URL	https://www2.osa.cuhk.edu.hk/disability/en-GB/
Mission of the Unit	".. seeks to promote positive educational outcomes for its students and is committed to promoting equal opportunities in academic pursuits for every student."
Committees / Offices	• Disability Services Coordinating Committee • Office of Student Affairs (OSA) • Diversity and Inclusion Office (DIO) • Wellness and Counselling Centre
Eligible Categories	Students with: • Attention-deficit / Hyperactivity Disorder (ADHD) • Autism Spectrum Disorder • Hearing Impairment • Mental illness • Physical Disability • Learning Difficulties • Speech Impairment • Visceral Disability • Visual Impairment
Services	• Accessible classrooms • Special facilities and arrangement for lectures • E-resources • Note-taking service • Library facilities (barrier-free facilities & services) • Special Examination Arrangements

33

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Learning aids/ equipment loan service • Learning Support • Accommodation and Transportation on Campus • Financial Assistance • Accessible Campus (Entrances, Toilets, Parking Spaces, Tactile guide path) • Medical care • Psychological counselling • Career counselling • Inclusive activities
Guidelines / Resources	• Support Services Leaflet • Activities/ Training Programmes for Students/staff • Training material (Online Training Kit for Supporting Students with Special Educational Needs, Tips to facilitate the eLearning of Students with Special Educational Needs) • Information on Disabilities • Sponsorship for Student Bodies on Special Educational Needs Activities • Sponsorship for Staff Training on Special Educational Needs
Assistive Technology	• Magnifying tools • Large-print keyboard • Braille display • Text-to-speech software • FM system • Portable induction loop • Digital audio recorder • Electric wheelchair
Unit Employees	• Director of Student Affairs (Educational Leadership & Policy Studies, Communications, Humanistic Studies) • Head of Section (Wellness and Counselling Centre - Clinical Psychologist)

1.11 Ashoka University

Name	Ashoka University
URL	https://www.ashoka.edu.in
City	Sonipat
Country	India
Size	120 Students (First class inducted in 2014 & graduated in 2017)
Type	Private
Policy Statement	
Unit Name	Office of Learning Support
Unit URL	https://www.ashoka.edu.in/pages/ols-68
Mission of the Unit	"..The vision of the Office of Learning Support is to be an enabler of inclusion in the higher education system. We strive to design a sustainable culture amongst faculty, staff and the student body to accept learning differences as a matter of routine." "..The office strives to integrate students with disabilities as holistically as possible into the University experience. Through an interactive process, the office works individually with each student to provide access to University classes, programs, and activities."
Committees / Offices	Office of Learning Support
Eligible Categories	Students with: • Blindness • Visual impairment • Deafness • Hearing impairment • Mobility Difficulties • ASD • ADD/ADHD • Cerebral Palsy • Learning disabilities
Services	• Curriculum modifications • Attendance Modifications • Extension in Assignment Submission

	• Priority Registration • Examination-related support • Note-takers and Scribes • Lecture Recording • Preferential Seating • Volunteer-based Peer Learning support program • Access to state-of-the-art assistive technology • Social/Emotional/Career/English language guidance • Residence Life Support Program • Mentoring and Self-Advocacy Skills • Assessment services including curriculum needs-based assessment and Screening for any disability • Accessible Content Request (course material in accessible format) • Awareness Events & Initiatives
Guidelines / Resources	• General Guidelines Around Accommodations
Assistive Technology	• Text-to-Speech Tools • Screen Readers • Screen Magnifiers • Speech-To-Text Tools • Smartpens • Grammar & Spell Checkers • Accessible e-books • Mind Mapping Tools • Content Conversion Tools
Unit Employees	Director (Clinical Psychology, Educational Therapy)

1.12   University of Tsukuba

Name	University of Tsukuba
URL	https://www.tsukuba.ac.jp/en/
City	Tsukuba
Country	Japan
Size	2.616 Academic Staff - 2.284 Administrative Staff - 16.459 Students
Type	Public (National)
Policy Statement	
Unit Name	Center for Diversity, Accessibility and Career Development
Unit URL	https://www.tsukuba.ac.jp/en/campuslife/support-disability/
Mission of the Unit	"..to encourage students with disabilities to achieve independence and self-realization, and cultivate human resources who make a significant contribution to social development."
Committees / Offices	- Office for Students with Disabilities - Visually Impaired Student Support and Preparation Office
Eligible Categories	Students with: - Blindness - Visual impairment - Deafness - Hearing impairment - Physical Disability - Developmental Disability
Services	- Prior consultation for applicants with disabilities - Explanatory meeting / individual consultation on support for students with disabilities - Academic support for students with disabilities in classes (e.g. speech-to-text transcription by hand / with lap top, sign language interpretation, conversion of material to digital format, note-taking, reading and handwriting assistance) - Regular meetings - Support for examinations (e.g. time extension, large print test papers) - Lending assistive tools for learning

	- Providing and maintenance of a support room for students with visual impairments, hearing impairments, and physical disabilities - Mobility assistance on-campus (e.g. welfare taxis) - Face-to-face reading for students with visual impairments - Promoting the universal design concept on-campus and in classes - Barrier free advice at dormitory and campus buildings - Peer Tutors and students with disabilities support team (for students with visual/hearing impairments and/or physical disability) - Speech-to-text transcription with laptop for student with hearing impairment - Learning Support Book (web service) - Reasonable accommodation provision - Career support and employment support for students with disabilities
Guidelines / Resources	- Points of consideration and support - Evacuation guidance for students with disabilities in the event of a disaster - University of Tsukuba Support for Students with Disabilities Leaflet - Accessibility Newsletter
Assistive Technology	- Variety of assistive technology in the Human Engineering Building (e.g. OCR software, Braiille display, screen reader) - Assistive technology available for loan (e.g. Digital pen with recording function, Desktop schedule managed with sticky notes, Color bar loupe, Color filter, Loss prevention tag, Noise canceling earphones, Time locking container, timers, white noise machine)
Unit Employees	- Director of Diversity Accessibility Career Center - Visually Impaired Student Support Team (General Affairs Department, Planning/Workshop/Activity room staff, coordinator) - Hearing Impaired Student Support Team (Team leader, coordinators, training staff, maintenance/technical staff) - Physical Disability Student Support Team (Team/deputy leader, coordinator, equipment support staff, training staff, barrier-free investigator)

1.13   Griffith University

Name	Griffith University
URL	https://www.griffith.edu.au/
City	• Gold Coast • Nathan • Mount Gravatt • South Bank • Logan
Country	Australia
Size	4.000 Academic Staff - 49.595 Students (2019)
Type	Public research university
Policy Statement	• Disability Action Plan 2018 – 2020 • Equity, Diversity and Inclusion Plan (2018-2019)
Unit Name	Student Disability and Accessibility
Unit URL	https://www.griffith.edu.au/student-support/student-equity-outreach/disability
Mission of the Unit	".. We seek to remove barriers that students with disabilities may face in higher education. We also aim to improve participation, retention and success of students with disabilities, including access to learning environments"
Committees / Offices	• Disability Advisory Committee • Equity Committee • Group Equity Committees
Eligible Categories	Students with: • Neurodiverse conditions (e.g. Autism, ADHD, and dyslexia, auditory processing disorders) • Hearing impairments • Temporary injuries (e.g. broken or sprained limbs) • Medical conditions (e.g. epilepsy, arthritis, diabetes) • Mental health conditions (e.g. anxiety, depression, bipolar disorder) • Mobility issues (e.g. musculoskeletal injuries) • Physical Disability • Vision impairments • Learning Disability
Services	• Automated document conversion service

	• Alternative exam conditions (e.g. additional time, separate venues, equipment) • Formatting print materials into other formats • Captioning or transcription of audio-visual materials • Access to assistive technology • Access to note taking services • access Auslan interpreting and support for Deaf and hard of hearing students • Deaf Student Support Program • Access to participation assistants or other support as appropriate • Tertiary Education Experience (program for high school students)
Guidelines / Resources	• [A Quick Guide to Inclusive Language & Accessible Content in Griffith policy documents](#) • [Disability Awareness](#) • [Disability Awareness Training program](#) • [Education for all: Disability, Diversity and Inclusion](#) • Academic Equity Development Program (AEDP) • A practical guide for disability inclusion • Griffith training options and resources (e.g. Disability awareness training, Mental Health First Aid Training, Student Diversity and Inclusion) • Software training sessions • Good practice material • Software information flyers • [A practical guide for disability inclusion](#) (e.g. accessible learning environments, best practice examples, definitions)
Assistive Technology	• Assistive Technology Labs with workstations (screen-enlargement software, screen-reading software voice-recognition software, word-processing software for users with reading and writing difficulties, a braille embosser, scanner and laser printer, document magnification resources) • Automated document conversion service • Audio-notetaking software • Literacy software
Unit Employees	

1.14 Australian National University

Name	Australian National University
URL	http://www.anu.edu.au/
City	Canberra
Country	Australia
Size	3.753 Administrative Staff - 20.892 Students
Type	Public (National)
Policy Statement	• Policy: Disability • Policy: Adjustments for students who disclose a disability • Policy: Equal opportunity
Unit Name	Access & Inclusion
Unit URL	https://www.anu.edu.au/students/contacts/access-inclusion
Mission of the Unit	".. Access and Inclusion (A&I) supports students within the Australian National University community whose participation in academic studies is impacted by physical and learning disabilities, mental health conditions, chronic medical conditions and short term illnesses/conditions. We also support carers, international under 18 students and elite athletes" ".. Our team of DisAbility and Equity Advisors provide advice, evidence-based supports and adjustments to minimise the impact on an ANU student's studies."
Committees / Offices	Division of Student Administration and Academic Services
Eligible Categories	Students with: • Hearing impairments • Vision impairments • Medical conditions • Psychological disability/condition • Psychiatric disability • Neurological disability • Mobility difficulty • Writing difficulty • Learning disability
Services	• Accessible Parking • Advocacy

41

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Assistive technology • Carer attendance flexibility • Extensions • Ergonomic equipment • Note-taking • Special (alternative) exam arrangements • Advice and assistance for physical access issues on campus • Accessible accommodation
Guidelines / Resources	• Training and advice on several issues (e.g. general disability awareness, disability standards, inclusive education practices, physical access issues, special exam arrangements, education access plans, disability disclosure)
Assistive Technology	
Unit Employees	

1.15   University of Sydney

Name	University of Sydney
URL	https://www.sydney.edu.au
City	Sydney
Country	Australia
Size	3.649 Academic Staff - 4.615 Administrative Staff - 63.602 Students (2019)
Type	Public research university
Policy Statement	Disability Inclusion Action Plan
Unit Name	Disability support
Unit URL	https://www.sydney.edu.au/students/disability-support.html
Mission of the Unit	".. We are committed to working together to ensure inclusion of people with disability and to enable everyone to achieve their full potential and capabilities at this University "
Committees / Offices	Disability Inclusion Action Plan Consultative Group
Eligible Categories	Students with disability of the following types: • Hearing • Learning • Neurological • Physical • Medical • Psychological • Visual
Services	• Assessment and exam adjustments • Alternative formatting • Timetable adjustments • Access to assistive technology • Lecture support • Library services
Guidelines / Resources	• SensusAccess - document conversion guidelines • VenueWeb - room information (tool to check room accessibility) • Canvas site - Demystifying Disability • Special consideration and arrangements quick guide

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Assistive Technology	
Unit Employees	• Disability Services Officers • Faculty/school Disability Liaison Officers

1.16   University of Queensland

Name	University of Queensland
URL	https://www.uq.edu.au/
City	Brisbane
Country	Australia
Size	2.854 Academic Staff - 55.305 Students
Type	Public research university
Policy Statement	• Disability Policy • Disability Action Plan • Student Access Plan (Disability) Procedures
Unit Name	Diversity, Disability and Inclusion
Unit URL	https://my.uq.edu.au/information-and-services/student-support/diversity-disability-inclusion
Mission of the Unit	"..is committed to building an accessible and welcoming environment for all students and visitors. From our campus facilities through to academic resources, we provide a number of services that focus on creating an inclusive environment where all students have the same opportunity to succeed." ".. UQ is committed to: • supporting and promoting the right of people with disabilities to contribute and work on an equitable basis with other members of our community • developing and maintaining an environment that is accessible to people of all abilities"
Committees / Offices	• Disability Inclusion Group • Senate Committee for Equity and Diversity and the Status of Women
Eligible Categories	Students with: • Physical Impairment • Developmental Disorder • Sensory Impairment • Mental Health Disorder/Issues • Neurological Impairment
Services	• Assistive Technology • Computer facilities

	• Reasonable adjustments (assignment adjustments, accessible formatting) • Exam adjustments • Specialised equipment • Participation assistance • Transcription services • Alternative print-formats • Accessibility maps • Accessible facilities and parking • Library support services • UQU Abilities collective (support group) • Staff and Student Disability Consultative Group • Tertiary Transition Toolbox (program for students diagnosed with ASD (Autism Spectrum)
Guidelines / Resources	• Staff development and guides • Web accessibility guidelines • Staff Disability Inclusion Workshop • Supporting Students with Disability • Inclusive language (guideline on how to use inclusive language to that can promote disability inclusion) • JobAcess (advice for managers on employing people with a disability) • Diversity, Disability and Inclusion (online staff training)
Assistive Technology	• Infrared listening systems for hearing impaired people (IR receivers) • Computer facilities • Variety of assistive equipment and software (Assistive technology rooms in the library)
Unit Employees	• Senior Manager (Psychology) • Advisers (Social work & Education) • Counsellor (Counselling)

46

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.17   University of Nicosia

Name	University of Nicosia
URL	https://www.unic.ac.cy/
City	Nicosia
Country	Cyprus
Size	12.000+ Students
Type	Private
Policy Statement	
Unit Name	Procedures for Students with Disabilities
Unit URL	https://www.unic.ac.cy/useful-resources/student-handbook/safety-and-security/procedures-for-students-with-disabilities/
Mission of the Unit	".. It is the University of Nicosia's intention to give all applicants who desire to study at the University the opportunity to acquire a quality education regardless of sex, gender, race, nationality, religion, age, disability and sexual orientation. The University sincerely encourages applicants with disabilities to enrol and participate in the student life, provided that they are capable of carrying out and completing the course of their choice."
Committees / Offices	Counselling Services at KESY
Eligible Categories	Students with: • Learning Disability • Physical Disability
Services	• Counselling Services at KESY will provide support for students • Parking in a Handicapped space
Guidelines / Resources	• Guidelines for Documenting a Learning Disability • Guidelines for Documenting a Physical Disability • Counselling Services at KESY will provide information for students/stuff/faculty • Academic guidelines to lecturers (from the evaluator) • Student Handbook
Unit Employees	Senior Academic Officer

1.18   University of Cyprus

Name	University of Cyprus
URL	https://www.ucy.ac.cy/
City	Nicosia
Country	Cyprus
Size	811 Administrative Staff - 7.000 Undergraduate Students
Type	Public
Policy Statement	Based on: • The Education and Training of Children with Special Needs Act of 1999 • The Regulations "Regarding the Education and Training of Children with Special Needs of 2001 and 2003" • The University Rules • The Code of Ethics in teaching • The available funding for supportive measures • The practices followed by other countries
Unit Name	Supporting Students With Disabilities
Unit URL	https://www.ucy.ac.cy/fmweb/en/welfare-sector/social-support-office
Mission of the Unit	".. provide the best and most efficient support possible to students with disabilities and health issues, so that equal access to their academic obligations is guaranteed"
Committees / Offices	• Social Support Office • Committee for Student Welfare • Institution of the Faculty Member
Eligible Categories	Students with: • Visual Disability • Hearing Disability • Mobility Disability • Serious Health Problems • Psychological-Emotional Conditions • Learning Difficulty • Social problems
Services	• Financial Support for Students • Students' needs evaluation • Academic support/facilitations

	• Teaching/Class adjustments (recommendations to instructors)
Guidelines / Resources	• Recommendations for instructors • Procedure guidelines
Assistive Technology	
Unit Employees	

1.19 University of Nottingham

Name	University of Nottingham
URL	http://www.nottingham.ac.uk/
City	Nottingham
Country	England
Size	33.540 Students
Type	Public
Policy Statement	Policies for students with a disability
Unit Name	Disability Support Services
Unit URL	https://www.nottingham.ac.uk/studentservices/servicedetails/disability-support-services/disability-support-services.aspx
Mission of the Unit	".. We are here to support the University community in creating an inclusive and equitable teaching and learning environment to the benefit of all students. Our specialist service provides student-led support to enable disabled students to flourish as independent learners"
Committees / Offices	
Eligible Categories	Students with: • Disability • Mental Health difficulty • Long-term medical condition • Autistic spectrum disorder • Specific learning difference (e.g. dyslexia, dyspraxia, ADHD)
Services	• Coursework extensions • Reasonable adjustments and support plans • Accessibility and Enhanced Library Support (Assistive technology room (ATR), Study spaces, Assistive Technology) • Alternative Formats Service (AFS) • Assistive Technology (libraries and computer rooms) • Class/Lecture support • Exam arrangements (e.g. additional time, computer use, special equipment, support workers) • University transition support

	• Individual Support Plan development • Residential accommodation advice • Funding for disabled students • Study abroad and work placements for disabled students • Disabled Students' Allowances (funding) application guidance • Access to alternative formats • Specialist study support (group workshops, 1-to-1 appointments) • Support worker service • Accommodation access and individual requirements • Minibus service • Free parking for disabled (blue badge holders) • Emergency Evacuation Procedures • Disabled Students' Network • Inclusive Sport • Personal carers • Screenings and formal assessments for specific learning differences
Guidelines / Resources	• Study Support Guidebook • Accessibility and Inclusivity introductory guide • Accessibility resource (tips, guides, tutorials) • Personal Emergency Evacuation Plans • Support for specific disabilities guide/information • Covid 19 guidance for reasonable adjustments
Assistive Technology	• Assistive Software (ZoomText, Kurzweil 3000, Dragon Naturally Speaking, Text Help Read and Write Gold, Mind View) • Assistive Hardware (Video Magnifier, Portable Electronic Magnifier, Scanner, Printer, Various mice and keyboards, Low height print copy and scan machines, Coloured overlays, Adjustable height desks, Foot rests, Writing slopes, Wrist supports)
Unit Employees	Disability Liaison Officer (DLO)

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.20 University of Plymouth

Name	University of Plymouth
URL	https://www.plymouth.ac.uk/
City	Plymouth
Country	England
Size	1.335 Academic Staff - 1.585 Administrative Staff - 23.155 Students
Type	Public
Policy Statement	• Equality, Diversity and Inclusion Policy • Reasonable Adjustments for students with disabilities Policy
Unit Name	Disability Services
Unit URL	https://www.plymouth.ac.uk/student-life/services/student-services/disability-and-dyslexia
Mission of the Unit	".. We are here to help with your study support requirements if you have a disability. Whether you're a prospective student, applicant, current student or member of staff supporting students, our team can help"
Committees / Offices	University's Equality, Diversity and Inclusion Committee
Eligible Categories	Students with: • Autistic Spectrum Disorder (including Asperger's Syndrome) • Dyslexia • Hearing impairment • Deafness • Mobility/Physical impairment • Visual stress • Attention Deficit Hyperactivity Disorder (ADHD) • Developmental Co-ordination Disorder (DCD or Dyspraxia) • Mental health condition • Visual impairment • Blindness • Social/Communication impairment • Learning difficulty
Services	• Accommodation requirements for students with disabilities • Library support services

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Reasonable adjustments (e.g. Online learning, group work, assessments, mobility on campus, lab work, placements) • Student Support Document (SSD) • ADHD support group • University of Plymouth Autism and Social Group (PAS) • Dyslexia-friendly study skills sessions • Personal development sessions
Guidelines / Resources	• Advice about specific conditions for students • Student advice and guidance • 7 steps to: a flipped classroom resource • Academic Support, Technology & Innovation • "Creating accessible content" course • "Enhancing staff support for learners with disabilities" guide • Diversity and Ability webpages (information on assistive technology) • Guide for the University of Plymouth on using apps to support students • Inclusive teaching and learning guides • Students Guide to Modified Assessment Provisions • Supporting disabled students during COVID-19 guide • "Creating an inclusive learning environment" guide • Training Programmes • University of Plymouth Reasonable adjustment guidance • Universities UK Student mental wellbeing in higher education good practice guide • Guidance on managing reasonable adjustments for disabled staff and students • Understanding adjustments; supporting staff and students who are experiencing mental health difficulties • Understanding the interaction of competence standards and reasonable adjustments • Terms of reference for the RARP panel • Guidance on disclosing a disability
Assistive Technology	• Listen N Write software • Read and Write TextHelp • Sonnocent Audio Note taker • MindView • Charles Seale-Hayne Library equipment and software
Unit Employees	

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.21 University of Oxford

Name	University of Oxford
URL	https://www.ox.ac.uk/
City	Oxford
Country	England
Size	7000+ Academic Staff - 24.515 Students
Type	Public research university
Policy Statement	• University of Oxford's Equality Policy • Oxford University Disability Law and Policy Project
Unit Name	Disability Advisory Service (DAS)
Unit URL	https://www.ox.ac.uk/students/welfare/disability
Mission of the Unit	".. The Disability Advisory Service provides information and advice on disability issues and facilitates support for those with, for example, sensory or mobility impairments, long-term health conditions, specific learning difficulties, autistic spectrum conditions or mental health difficulties"
Committees / Offices	
Eligible Categories	Students with: • Sensory impairment (Vision / Hearing) • Mobility impairment • Musculoskeletal condition (e.g. arthritis) • Long-term health condition • Long-term mental health condition (e.g. depression) • Specific learning difficulty (e.g. dyslexia, dyspraxia or ADHD) • Social or communication difficulty (e.g. an autism spectrum condition)
Services	• Teaching adjustments • Human support (note-taker, practical support assistant, study assistant, examination support worker) • IT equipment and study technology • Examination and assessment adjustments • Mobility aids • Travel between study sites • Step free/level access or use of a lift

	• Personal care assistance for daily living activities • Living accommodation with specialist equipment (e.g. hoists, height adjustable beds, adapted bathroom facilities) • Use of a registered/licensed assistance animal • Use of communication aids • Specialist Mentoring for Students with Mental Health Disabilities and Autism Spectrum Disorders • Recording of lectures and other teaching sessions by students • Funding (Disabled Students' Allowance, Daily living support, medical support) • Mobility scooters • Services for disabled readers (Bodleian Libraries - support services) • Accessible Resources Unit (alternative formats to printed material, advice on assistive software) • Student support plan (SSP) • SensusAccess (automated document conversion service)
Guidelines / Resources	• A guide for staff (Supporting disabled students) • Guide to specialist mentoring support • Examiners' quick guide • Guidance on Personal Care Support in England • Access Guides (University access guide) • Student Support Plan example • Guidance for external NMH providers • Information for External Needs Assessors
Assistive Technology	• IT equipment and study technology
Unit Employees	• Head of the DAS, Disability Advisor (Psychology, Counselling, Mental Health Care, Health and Community Development) • Deputy Head of the DAS, Head of Oxford University Assessment Centre, Disability Advisor (Other disabilities) • Senior Disability Advisor (Other disabilities) • Senior Disability Advisor (Mental Health) • Disability Advisors (Other disabilities - Autism, Civil Engineer) • Disability Advisors (Mental health - Teaching, Education, Education/Teaching of Individuals with Specific Learning Disabilities) • DAS Service Coordinator • Administrative Assistants

1.22   Université de Lyon

Name	Université de Lyon
URL	https://www.universite-lyon.fr/version-anglaise/
City	Lyon
Country	France
Size	5.000 Academic Staff - 11.500 Administrative staff - 120.000 Students
Type	Public
Policy Statement	
Unit Name	Services For Students With Disabilities
Unit URL	https://www.universite-lyon.fr/campus-life/live-well-on-our-campuses/disability-accessibility/disability-and-accessibility-6764.kjsp
Mission of the Unit	".. The Université de Lyon works in complementarity with the disability teams and officers in its institutions by promoting their welcome policy for disabled students, getting involved in interdisciplinary projects, interfacing with external partners and creating common tools"
Committees / Offices	
Eligible Categories	
Services	- Reasonable accommodations - Exam adjustments - Lecture/class adjustments - Support in finding internships, work-study programs and employment - Pairing with a professional mentor - Professional coaching - Adapted Accommodation - Scholarship - Droit au savoir (inter-community group that helps young people with disabilities find employment) - Network accessibility - Transport (TCL - e.g. transport on demand, parking, bus, equipment availability) - Special facilities

	• Online guides for applications
Guidelines / Resources	• "Road to higher education" booklet (training offers, courses, useful contacts) • Online guides
Assistive Technology	
Unit Employees	Disability advisors Disability Team (Mission Handicap)

1.23 University of Strasbourg

Name	University of Strasbourg
URL	https://en.unistra.fr/
City	Strasbourg
Country	France
Size	52.144 Students
Type	Public
Policy Statement	Charte Université / Handicap (Students with disability support guide)
Unit Name	University Life Service - Disability Mission
Unit URL	https://en.unistra.fr/index.php?id=25155
Mission of the Unit	".. The University Life Service - Disability Mission offers a specific reception and support system to allow students with disabilities to continue their studies in the best possible conditions by organizing adapted aid or accommodation and advising them in the development of their study project and professional project"
Committees / Offices	
Eligible Categories	Students with: • Physical disability • Mobility issues • Visual impairments • Blindness • Hearing impairments • Deafness • Learning/Language difficulties • Chronic illness • Cognitive disability
Services	• Human support (e.g. note-taking, help with documentary research in the library, travel to campus) • Loan of equipment • Individualized responses according to specific needs • Adjustments to students' study courses • Document conversion to accessible formats

58

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Technical aids • Human support • Exam accommodation • Study assistants • Accessible facilities • Career support • Parking for students with disabilities
Guidelines / Resources	• Guide to student accommodation • Disability awareness (events/campaigns) • Students with disability support guide
Assistive Technology	• Loan of equipment • laptop • magnifying glass for reading text • calculator with enlarged key and screen • digital dictaphone • text-to-speech software • Zoom-text text enlarger • workstation for the visually impaired equipped with JAWS text-to-speech software • scanner • Braille printer
Unit Employees	• Leader of the mission • Coordinator • Reception and support officers • Administrative Assistant

1.24 Johannes Kepler University Linz

Name	Johannes Kepler University Linz
URL	https://www.jku.at/en/
City	Linz
Country	Austria
Size	18.036 Students
Type	Public
Policy Statement	
Unit Name	Service and Support Center for Students who have Disabilities and Chronic Illnesses (Institute Integriert Studieren)
Unit URL	https://www.jku.at/en/institute-integriert-studieren/
Mission of the Unit	".. A key issue in supporting integration or inclusion of students with disabilities and / or chronic diseases is participation in education and training. Integriert Studieren tries to identify barriers that hinder the learning and participation of students with disabilities and / or chronic diseases in order to eradicate inequality and establish educational equity."
Eligible Categories	Students with disabilities and / or chronic diseases
Services	• Accessible (digital) information and materials • Handicap parking
Guidelines / Resources	• Research in the field of accessibility / disability and assistive technologies (web accessibility, virtual libraries) • Research in the field of social integration • Research in the field of mathematics and games (problem of blind people's access to mathematics/games)
Assistive Technology	• Braille output • Screen enlargement • Reading software • Alternative input devices such as joysticks, special keyboards, etc
Unit Employees	Service and Support Center Team (Higher Education & Accessibility, Medical Engineering, Sociology, Software Development)

1.25   American International School of Bucharest

Name	American International School of Bucharest
URL	https://www.aisb.ro/
City	Voluntari
Country	Romania
Size	250 Faculty & Staff - 946 Students
Type	International Baccalaureate Private International School
Policy Statement	AISB Inclusion Policy
Unit Name	• Secondary Learning Support (Department) • Early Childhood Learning Support (Early Learning Center Learning Support)
Unit URL	https://www.aisb.ro/academics/secondary-school/learning-support-students/
Mission of the Unit	".. Secondary Learning Support at AISB is dedicated to working in partnership with teachers and families to support students whose learning needs are not fully met by interventions offered by their subject teachers. The delivery models are based upon a combination of instructional differentiation and mindful consideration of students developmental and academic needs"
Committees / Offices	
Eligible Categories	• Students with suspected, identified and/or diagnosed needs (developmental/academic) • Autism spectrum disorder • Emotional disturbance • Speech and language impairment (limited) • Visual/hearing impairment (limited) • Physical impairment • Other health impairments (e.g. ADHD) • Specific learning disability (e.g. Dyslexia, Dysgraphia, Dyscalculia)
Services	• Support and extension of the learning experiences • Monitoring and support of differentiated teaching and learning • Individualized support • Cognitive, achievement, and/or developmental evaluations

61

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Student needs are defined according to 3 tiers of services
Guidelines / Resources	Training and resources for all staff
Assistive Technology	
Unit Employees	Secondary Learning Support Department Team: • Head of Department • Learning Support Department Coordinator • Learning Support Teachers • Math Lead • Learning Support Department & Teaching Assistant Early Childhood division: • PYP SEN Coordinator • Student Safeguarding & Support Services Coordinator

1.26 Radboud University

Name	Radboud University
URL	https://www.ru.nl/english/
City	Nijmegen
Country	Netherlands
Size	2.735 Administrative Staff - 22.976 Students
Type	Private (publicly funded)
Policy Statement	• Diversity Equity and Inclusion (DEI) Progress Brief (pdf, 373 kB) • Mapping the DEI Plan (pdf, 971 kB) • DEI Template (pdf, 670 kB)
Unit Name	Disability and Study
Unit URL	https://www.ru.nl/english/education/study-radboud/facilities-campus/handicap-and-study/
Mission of the Unit	".. It is a basic principle of Radboud University that all students with a disability should, as far as possible, be able to follow their chosen education without unnecessary limitation due to lack of provisions. The University aims to be an educational institution that is properly equipped for disabled students"
Committees / Offices	• Student Affairs Office • Office of Diversity Equity and Inclusion
Eligible Categories	Students with: • Visual impairment • Auditory (hearing) impairment • Locomotory impairment • Language and speech disturbances • Chronic and Psychological disabilities
Services	• Accessible buildings • Exam adjustments (e.g. extra time, Permitted digital literature, Oral examination) • Special equipment • Strategic Studying Course for Dyslectics • Financial aid • Courses, training, and workshops • Student psychologists • Career advice for students with special needs

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Guidelines / Resources	• Campus buildings' accessibility (web based)
Assistive Technology	• Text-to-speech software • Braille printer
Unit Employees	Student counsellors

1.27 Maastricht University

Name	Maastricht University
URL	https://www.maastrichtuniversity.nl/
City	Maastricht
Country	Netherlands
Size	2.235 Academic Staff - 1.632 Administrative Staff - 18.990 Students
Type	Public
Policy Statement	Diversity and Inclusivity policy at Maastricht University
Unit Name	Disability Support
Unit URL	https://www.maastrichtuniversity.nl/support/during-your-studies/studying-disability
Mission of the Unit	".. If you apply for a facility, Disability Support will assess your situation and look into the best solution for you. Alternatively, you can contact your study advisor at your faculty to discuss your specific situation and any possible help you may need from UM"
Committees / Offices	
Eligible Categories	Students with: • Physical disability • Psychological disability • Sensory disability (visual/hearing impairment) • Chronic disease • Another condition (e.g. dyslexia, ADHD, autism or Crohn's disease)
Services	• Study advisers • Financial support • Special facilities depending on the faculty/educational unit (e.g. exam/educational accommodations, adaptation of teaching material, deadline adjustments, recording of lectures, disabled parking space) • UnliMited Network (network for and by students and employees with visible and/or invisible disabilities or chronical conditions) • ReadSpeaker TextAid (online tool) license • Student housing with urgency • Accommodation with special modifications

	• Career advice
Guidelines / Resources	• Lectures, workshops and training courses • Career guides/brochures • Online Career Library: Overview Career Links • Information for teaching staff on how to support students with a disability • Tips for studying with a disability (recommendations and resources)
Assistive Technology	
Unit Employees	

1.28   University of Jyväskylä

Name	University of Jyväskylä
URL	https://www.jyu.fi/en/
City	Jyväskylä
Country	Finland
Size	1.500 Academic Staff - 1.000 Administrative Staff - 14.000 Students
Type	Public
Policy Statement	Accessible education at the University of Jyväskylä
Unit Name	Accessibility and individual services
Unit URL	https://www.jyu.fi/en/study/study-planning-and-counselling/accessibility
Mission of the Unit	".. The University of Jyväskylä deems it important that students' needs for accessibility and individual services are accommodated at the university as far as possible. The university is committed to developing its learning environments and practices according to the Vice Rector's decision on Accessible education at the University of Jyväskylä (December 2019)"
Committees / Offices	International Office
Eligible Categories	Students with: • Hearing impairments • Visual impairments • Physical disability
Services	• Grants for Erasmus / Nordplus students • University buildings' accessibility / easy access for all users • Student housing units with tailored rooms for students with mobility impairments • Accessible learning environments • Literature for the visually impaired • Induction loop (in a few lecture halls) • Studying and individual arrangements • Equal access to literature and information for print disabled persons (Celia - national center for accessible literature and publishing) • Exam arrangements • Special classroom arrangements

	• Tactile map of the city centre • Personal assistance • Accessible parking places • Campus area restaurants offer different lunch options
Guidelines / Resources	University buildings' accessibility information/guide
Assistive Technology	Induction loop (in a few lecture halls)
Unit Employees	

1.29   University of Bologna

Name	University of Bologna
URL	https://www.unibo.it/en
City	Bologna
Country	Italy
Size	5.778 Academic Staff - 87.590 Students
Type	Public
Policy Statement	- Law 104/92 - Law 170/10 - Guidelines on SLD, 12 July 2011 - Law 68/99 - Law 4/04 - Law 17/99 - Ministerial Directive on BES 27 December 2012 - Legislative Decree 9 March 2012, n. 68 - Law 18/2009
Unit Name	Services for disabled students and students with specific learning disabilities
Unit URL	https://www.unibo.it/en/services-and-opportunities/guidance-and-tutoring/disabled-and-dyslexic-students-service
Mission of the Unit	".. The objective of the Service is to guarantee equal learning opportunities, identifying and planning with each student the necessary actions that allow them to study and take exams in the most effective way"
Committees / Offices	
Eligible Categories	Students with: - Physical disability - Motor disability - Sensory disability (hearing/visual impairment) - Psychological disability - Learning disorder - Cognitive or acquired pathology - Temporary injury

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Services	• Extension of studies • Exam accommodations (e.g. extra time) • Financial support • Mobility services • Lecture Adaptations (e.g. recording) • Accessible equipment • Professional health educator provision • Peer tutors • Material in alternative/accessible formats
Guidelines / Resources	• Consultancy service on technological aids • Exam adaptation guides • Adaptations for admission tests
Assistive Technology	A variety of assistive technology for testing/consultancy
Unit Employees	• Head of the Service • Delegate for Disability • Office operators

1.30 University of Oulu

Name	University of Oulu
URL	https://www.oulu.fi/university
City	Oulu
Country	Finland
Size	2.900 Administrative Staff – 13.000 Students (2018)
Type	Public
Policy Statement	• Act on the Provision of Digital Services and the EU Accessibility Directive (prepared on 22.9.2020) • Not all the requirements of WCAG 2.1 Level AA are met (non-compliant requirements and applicable exceptions are listed here) • University of Oulu Equality and Diversity Plan • Non-Discrimination Act (in Finnish)
Unit Name	Accessibility in Studies
Unit URL	https://www.oulu.fi/forstudents/accessibility-studies
Mission of the Unit	" Accessibility is of relevance to every member of the student body and the University staff. It is of particular importance for those members of the University community who have an impairment of some kind or who are elderly or belong to a cultural or language minority. The desire to improve accessibility is based on the Non-Discrimination Act. "
Committees / Offices	• Study Counselling Psychologist (Student and Career Counselling services) • University's mentor network • Equality and Diversity Committee
Eligible Categories	Students with: • Hearing impairment • Visual impairment • Other sensory impairments • Dyslexia • Attention deficit and hyperactivity & autism spectrum disorder • Anxiety, social anxiety, panic disorder & mental disorders • Asperger syndrome
Services	• Parking Spaces • Unobstructed access to University facilities (three main entrances) • Wheelchair provision for visitors

71

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Halls equipped with induction loops • Disabled toilets within the facilities • Numerous lifts around the University (easy access between floors) • Accessible PDF File creation • Student advisors • Study and Career Counselling • Study Psychologist • FSHS' mental health services • Entrance Examinations' special arrangements (e.g. additional time, quiet working space) • Individual study arrangements • Flexible procedures and alternative test-taking and assignment presentation methods • Special arrangements (e.g. additional time for coursework/exams, use of proofreading program, oral examination, computer-based home exams, visual/audio recordings of lectures) • Student Exchange opportunities and arrangements
Guidelines / Resources	• Creating Accessible PDF Files • A Check List for Exchange Students and Higher Education Institutions • Useful video and links providing further information
Assistive Technology	A variety of assistive technology
Unit Employees	(employees and professionals working at university level services)

1.31   University of Turku

Name	University of Turku
URL	https://www.utu.fi/en
City	Turku
Country	Finland
Size	3.412 Administrative Staff – 19.722 Students (2018)
Type	Public
Policy Statement	Accessibility Policy of the University of Turku 2020–2024
Unit Name	Accessibility in studies
Unit URL	https://www.utu.fi/en/university/accessibility
Mission of the Unit	"The University of Turku aims at ensuring accessibility in studies for all of the students of the University. In case you need individual support due to e.g. learning difficulties or an illness or disability that affects learning, individual arrangements can be made regarding your studies. "
Committees / Offices	- Accessibility Working Group of the Student Union - Equality Committee
Eligible Categories	Students with: - Chronic illness - Physical disability - Mental disability - Sensory disability - Cognitive disability
Services	- Library services (special study rooms, Celia - national library for accessible literature and publishing, book fetching service, extended loan period, fully accessible facilities – detailed list with all the libraries) - Special arrangements for entrance exams (e.g. electronic/sound versions of entrance examination books via Celia) - Special Arrangements for Exams and Other Forms of Teaching - Interpreter/personal assistant - Mentoring programme (disabled person as a mentor) - Accessibility Wing in the student union (promotion of the accessibility realization at the University of Turku)

	• CampusSport services accessibility (accommodation provision) • Physical accessibility (e.g. accessible seating at lecture halls, portable induction loop) • Accessibility of information • Accessibility website (compliance with the Web Accessibility Directive of the European Parliament)
Guidelines / Resources	• [Guidelines on Special Arrangements for Students with Disabilities and Students with Special Needs](#)
Assistive Technology	A variety of assistive devices (e.g. portable induction loop)
Unit Employees	Disability Coordinator/Accessibility Planning Officer (Social Sciences/Accessibility)

1.32   Södertörn University

Name	Södertörn University
URL	https://www.sh.se/english/sodertorn-university
City	Södertörn
Country	Sweden
Size	12.578 Students (2013)
Type	Public
Policy Statement	
Unit Name	Support for students with disabilities
Unit URL	https://www.sh.se/english/sodertorn-university/student/opportunities-resources-and-rights/support-for-students-with-disabilities
Mission of the Unit	" Barriers to inclusion often arise in environments that function in specific ways, frequently without taking account of people's differing abilities. Adaptations can therefore help you study and reduce the barriers to participation. "
Committees / Offices	
Eligible Categories	Students with a permanent disability ("permanent physical, mental or intellectual limitation of a person's functional capacity that as a consequence of injury or illness existed at birth, has arisen since then or can be expected to arise" - based upon the Swedish Discrimination Act)
Services	- Educational Support provision - Alternative examination - Written examination accommodations (e.g. extra time, use of computer, examination in a group room) - Note-taking support - Individual study plan - Mentoring program - Lecture material access (before the lectures) - Resource room (with assistive technology) - Library talking book service and recorded material - Sign language interpreter - Technical aids - Printing support (extra funding for printing account)

	• Extended supervision • Exchange program (support and services with students with disabilities) • Parking spots for disabled visitors • Acessible facilities (accessible suites / library / lecture halls / toilets, hearing loops, relaxation room, etc.)
Guidelines / Resources	
Assistive Technology	• Computers with various software aids (EasyReader, TorTalk, Gustavas ordböcker, StavaRex, SpellRight, ClaroCapture, ClaroIdeas and ZoomText) • Desktop magnifier • Speech synthesis software • Portable loopsets for loan • Scanner (accessible document creation) • Braille keyboard
Unit Employees	

1.33   Lund University

Name	Lund University
URL	http://www.lunduniversity.lu.se/home
City	Lund
Country	Sweden
Size	4.700 Academic Staff (2020) – 2.840 Administrative Staff (2018) – 28.300 Students (2020)
Type	Public Research University
Policy Statement	
Unit Name	Students with disabilities
Unit URL	http://www.lunduniversity.lu.se/student-life/before-you-arrive/students-disabilities
Mission of the Unit	"If you have a disability, for example, dyslexia, a visual impairment, or ADHD, and would like to study at Lund University, we can provide you with support during your studies "
Committees / Offices	
Eligible Categories	Students with disabilities such as: • Dyslexia • Visual impairment • ADHD • Hearing Impairment (difficult to find interpreters)
Services	• Note-taking • Special exam arrangements • Study skills tuition • Talking books • Mentoring program • Special Educator • Personal assistance (only with Swedish personal identity number) • Transport services (only with Swedish personal identity number)
Guidelines / Resources	

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Assistive Technology	
Unit Employees	Accessibility Officers

1.34 Stockholm University

Name	Stockholm University
URL	https://www.su.se/english
City	Stockholm
Country	Sweden
Size	5.500 Academic Staff – 33.000 students
Type	Public
Policy Statement	
Unit Name	Studying with a disability
Unit URL	https://www.su.se/english/education/student-support/studying-with-a-disability
Mission of the Unit	"Stockholm University provides targeted study support to students with long-term disabilities. The goal is to give all students the opportunity to study under equal conditions "
Committees / Offices	
Eligible Categories	Students with documented long-term disabilities: • Reading disorder/dyslexia • Neurodevelopmental disorders (e.g. ADHD, ADD, autism spectrum disorders) • Mental health conditions (long-term depression and bipolar disorder) • Sensory impairments (vision/hearing) • Mobility impairments • Long-term medial conditions (e.g. allergies, Crohn's disease)
Services	• Exchange program support for students with disabilities (e.g. Erasmus prorgam) • Study support • Wheelchair accessible Housing • Note-taking support • Examination accommodations (e.g. use of digital aids, alternative forms of examination, extended examination) • Course literature as talking books / e-textbooks / Braille books • Mentoring Program

	• Educational Interpreter • Text-to-speech software provision (ClaroRead Plus) • Accessible facilities (toilets, entrances, lifts, parking, relaxation rooms)
Guidelines / Resources	
Assistive Technology	Text-to-speech software provision (ClaroRead Plus)
Unit Employees	• Mentors • ICT pedagogue (English Literature and Creative Writing, Speech-Language Pathology) • Coordinators for special pedagogical support • Administrator • Group leader

1.35   Universidade de Lisboa

Name	Universidade de Lisboa (University of Lisbon)
URL	https://www.ulisboa.pt/en
City	Lisbon
Country	Portugal
Size	50,009 Students – 3,730 Academic staff – 2,532 Researchers/Administrative staff
Type	Public University
Policy Statement	The ULisboa's Student with Special Educational Needs Regulation (Regulamento do Estudante com Necessidades Educativas Especiais da Universidade de Lisboa)
Unit Name	Rede de Necessidades Educativas Especiais da Universidade de Lisboa (Rede NEE-ULisboa) – Network of Educational Special Needs of the University of Lisbon
Unit URL	http://redenee.ulisboa.pt
Mission of the Unit	"Create the conditions for academic success and full participation of Students with Special Educational Needs in the academic, social, sporting and cultural life of the University of Lisbon, promoting a culture of involvement of the entire academic community in the implementation and dissemination of good inclusion practices, in an attitude of permanent innovation and openness to collaborative interaction with the surrounding society."
Committees / Offices	The Network of Support for Students with Special Educational Needs (SEN-ULisboa Network), including representatives of its 18 schools, the Student Support Services (SASULisboa), the University Stadium of Lisbon (EULisboa) and ULisboa's students as a whole, does provide a decisive support, having in mind a fully inclusive education in Ulisboa.
Eligible Categories	a) Students with sensory, motor or neurological disabilities. b) Students with behavioral or emotional disorders or with specific learning difficulties. Special Educational Needs could be permanent or temporary.
Services	• SEN-Students may have priority in any act of enrollment, enrollment, choice of classes and schedules • Teachers with Students-SEN should use technical means that minimize the limitations of Students-SEN • If necessary, the Student-SEN may have the presence of a third party, who may be an animal, with assistance and support functions.

	• Teachers who have SEN Students in their classes should try to support them in school activities, namely by providing hours of tutorial guidance for their personalized monitoring. • Accessibility and mobility (spaces and Information technology systems) • Housing/Accomodation • Financial support
Guidelines / Resources	• Legislation about General issues relating Special Needs, Accessibility, Education, Health, Work, and Economy. • Disability services tip sheet • Disabilities guide/support material
Assistive Technology	A variety of AT, depending on the School, Faculty or Service. http://redenee.ulisboa.pt/index.php/apoios/
Unit Employees	• A main contact address (redenee@reitoria.ulisboa.pt) • They also mention the contact persons in each Faculty/School.

1.36   Universidade do Porto

Name	Universidade do Porto (University of Porto)
URL	https://sigarra.up.pt/up/en/WEB_PAGE.INICIAL
City	Porto
Country	Portugal
Size	32,443 Students – 2,567 Academic staff – 1,625 Administrative staff
Type	Public University
Policy Statement	Statute of the student with educational special needs "Estatuto do estudante com NEE" (approved on November 2008)
Unit Name	Apoio à Inclusão da U.Porto (Support for inclusion of the University of Porto)
Unit URL	https://sigarra.up.pt/up/pt/web_base.gera_pagina?p_pagina=1037857
Mission of the Unit	"The Support for inclusion of the University of Porto (Nucleo de Apoio à Inclusão da U.Porto - NAI) is part of the Social Responsibility Unit of the University of Porto, dealing with issues of equity and inclusion of different aspects of academic life. Its mission is to promote, within the academic community, an environment - technological, physical, human and learning - accessible and universal. The NAI supports U.Porto in its work in favor of the recognition and appreciation of difference and in the promotion of justice and equity in access to knowledge, learning and research." Part of the Euni4ALL network: https://bkm2.pollub.pl/en/projects/125-euni4all-network-of-inclusive-universities/297-euni4all-network-of-inclusive-universities
Committees / Offices	Information not found
Eligible Categories	Students with: • Physical/ sensory/ neurological/neurodevelopmental disability • Specific learning disability • Speech impairment • Visual impairment • Hearing impairment

Services	• Support services include providing advice and facilitating academic accommodations, in collaborative partnerships with students' university lecturers, departments and faculty.
	• Accessibility / Mobility / Autonomy Evaluation and resolution of physical accessibility problems, both in the University space and in the surrounding areas
	• Technical and pedagogical support
	• Production of material in accessible support, which includes the digitization, processing and correction of documents
	• Online sharing of documents produced at BAES, an access platform for students with special needs attending higher education
	• Organizer and facilitator of practices aimed at supporting the inclusion of students with disabilities such as:
	  o training in New Information and Communication Technologies
	  o 3rd person support
	  o participation in the organization of Exams and Frequencies
	  o conversion to accessible support of statements, as well as computer and other support during written evaluations
	  o sign language interpreters
	  o placement of technicians for initial support in the orientation and mobility of visually impaired students within the Faculty

Guidelines / Resources	• Disability services tip sheet • Disabilities guide/support material
Assistive Technology	A variety of AT.
Unit Employees	• Director (English/German Language and Modern Literature) • Three Administrative Assistants (Letters, Computing, ...) • One external collaborator (Sciences)

84

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.37 *Universidade do Algarve*

Name	Universidade do Algarve (University of Algarve)
URL	http://www.ualg.pt/home/en
City	Faro
Country	Portugal
Size	More than 8,500 Students - More than 700 Academic/Administrative staff
Type	Public University
Policy Statement	Estatuto do Estudante con Necessidades Educativas Especiais (Statement of the Student with Special Study Needs)
Unit Name	Gabinete de Apoio ao Estudante com NEE (GAENEE) – Student with SEN Support Office
Unit URL	https://www.ualg.pt/necessidades-educativas-especiais
Mission of the Unit	"Objectives That all students have an equal and quality education; That all students have access to an education that respects their needs and characteristics; Facilitate students' transition to active life, so that they can be included in society, to which they rightfully belong, with the greatest autonomy and independence."
Committees / Offices	Information not found
Eligible Categories	Students with: • Specific learning difficulties (SpLD'S) (e.g. dyslexia/dyspraxia/dyscalculia attention deficit hyperactivity disorder (ADHD)) • Mental health conditions (e.g. depression, anxiety, eating disorders, obsessive compulsive disorder (OCD), bipolar affective disorder, personality disorders, or psychosis) • Autism spectrum conditions (e.g. Asperger syndrome) • Sensory impairments (e.g. visual/hearing impairment, blindness/deafness) • Mobility difficulties (e.g. paralysis, scoliosis, chronic pain, difficulty walking, wheelchair usage) • Ongoing health conditions (e.g. epilepsy, asthma, diabetes, cystic fibrosis, narcolepsy, repetitive strain injury (RSI), cancer, HIV, hepatitis, multiple sclerosis, Crohn's disease, chronic pain, lupus, or chronic fatigue syndrome/myalgic encephalomyelitis (CFS/ME)

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Services	• Welcoming the student with SEN; • Analyze students' requirements, assess their specific needs and prepare a Technical-Pedagogical opinion for assigning student status with SEN; • Intervene with faculty and management units of organic units to mitigate disadvantages and respond to their needs; • Monitoring of students with SEN; • Identify technical aids / assistive technologies; • Promote awareness / training actions within the educational community; • Seek to eliminate architectural barriers; • Ensure the application and compliance with the Student Statute with SEN at the UAlgarve.
Guidelines / Resources	• Disabilities guide and support material • Disability services tip sheet
Assistive Technology	A variety of AT
Unit Employees	• Coordinator • School Disability Coordinators • Representative Assistant of the Social Action Service of the University

1.38 Universidade do Minho

Name	Universidade do Minho (University of Minho)
URL	https://www.uminho.pt/EN/Pages/default.aspx
City	Braga
Country	Portugal
Size	19,632 Students (2020) – 1,033 Academic staff – 645 Administrative Staff
Type	Public University
Policy Statement	Secção VI do Regulamento Académico da Universidade do Minho -Section VI of the Academic Regulation of the University of Minho (3-January-2020)
Unit Name	Office for Inclusion - GPI
Unit URL	http://www.gpi.uminho.pt/
Mission of the Unit	"GPI aims to promote inclusion in an academic environment, aiming at equal opportunities, and to provide support to different members of the community with disabilities or special needs. Its mission is to ensure the best accessibility conditions in the University of Minho."
Committees / Offices	Information not found
Eligible Categories	Students and staff with: • Sensorial Impairment • Motor impairment • Cognitive impairment • Communication disorders • Socio-emotional disorders • Combinations
Services	• Those which help enforce an academic culture more inclusive to integrate the diversity in every activity domains. This would enrich the experience of every student, worker and visiting people.
Guidelines / Resources	• Manuals for creating accessible documentation • Platform for creating accessible documentation (PLACES)
Assistive Technology	• Screen magnifiers (fixed, portable, …) • Computer with screen reader and Braille line • Braille writing machine • Braille printers

87

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Pageturner • Tracker Pro • Concept table • Articulated arm
Unit Employees	• Coordinator (Vice Chancellor) • Three technical staff

1.39   Universidade dos Açores

Name	Universidade dos Açores (University of the Azores)
URL	https://uac.pt/
City	Sao Miguel, Azores
Country	Portugal
Size	2,613 Students – 302 Academic staff – 321 Administrative staff
Type	Public University
Policy Statement	Regulation of Students with Special Educational Needs at the University of the Azores (6-February-2018)
Unit Name	Monitoring Committee for Students with Special Educational Needs
Unit URL	https://novoportal.uac.pt/nee
Mission of the Unit	"...to promote the academic success of students with SEN"
Committees / Offices	Information not found
Eligible Categories	Students with: • Sensory/physical disabilities • Psychological (autism spectrum disorder, dislexia, ...)
Services	• The CAENEE is available to welcome you, to accompany you along your academic path and to monitor the accompanying measures that promote your success. With you it will make the survey of your needs and the strategies to develop.
Guidelines / Resources	The student has to ask for their personal needs by filling in a Web form
Assistive Technology	A variety of AT
Unit Employees	• Coordinator • Five technical staff • Coordinators in other islands

1.40 Universidade de Brasilia

Name	Universidade de Brasilia (University of Brasilia)
URL	https://unb.br/
City	Brasilia
Country	Brazil
Size	39,699 undergraduate students (8,819 postgraduate) – 2,890 Academic staff – 3,233 Administrative staff (2019)
Type	Public University
Policy Statement	Política de acessibilidade da UnB - UnB accessibility policy (October 2019)
Unit Name	Diretoria de Acessibilidade (DACES) - Accessibility Directorate
Unit URL	http://acessibilidade.unb.br/
Mission of the Unit	"The purpose of the Accessibility Directorate is to establish a permanent policy of care for people with disabilities and / or specific educational needs at UnB and to ensure their full inclusion in university life. To this end, the activities developed by DACES aim to provide and guarantee conditions for the academic development of students through the consolidation of a support network at the University and the guarantee of a civic practice. It is understood that the construction of a more inclusive University occurs from the elimination of barriers and articulation between academic and administrative units of the University."
Committees / Offices	Information not found
Eligible Categories	Students and staff with: • Visual disability (blindness, low vision) • Auditive disability (deafness, hard of hearing) • Physical disability • Cognitive disability • Combined disabilities (deafblind, …) • Autism spectrum conditions (Asperger, Rett, …) • Highly talented • Specific functional disorders (dyslexia, dyscalculia, hyperactivity, attention deficit, ...)
Services	• Urbanistic and architectonic accessibility

	• Information and communication accessibility • Transportation • Special tutoring service • Academic assistance • Academic material adaptation • Computing laboratory
Guidelines / Resources	• Disability services listed in the Web • Communication assistance in Brazilian sign language (Libras) or in Braille • Special tutoring service with another student to help people with special needs
Assistive Technology	• Alternative and Augmentative Communication systems • Screen magnifiers • Screen readers • Multimedia systems • Braille systems • Systems to give support to Libras • Systems to simplify textual information
Unit Employees	• Coordinator • Nine technical staff • Three administrative staff • One supporting person

1.41   Universidade Católica de Brasilia

Name	Universidade Católica de Brasilia (Catholic University of Brasilia)
URL	https://ucb.catolica.edu.br/
City	Brasilia
Country	Brazil
Size	19,000 Students – 879 Academic staff
Type	Private
Policy Statement	• UBEC Group Code of Ethical Conduct • Charter of Principles
Unit Name	Inclusive Orientation Service - Serviço de Orientaçao Inclusiva (SOI)
Unit URL	https://ucb.catolica.edu.br/portal/extensao/programas-comunitarios/servico-de-orientacao-inclusiva-soi/
Mission of the Unit	"The Inclusive Orientation Service aims to develop accessible didactic-pedagogical support actions, academic guidelines based on the parameters of educational inclusion of people with disabilities, to favor the implementation and maintenance of an Inclusive Institutional Policy that allows access and permanence for students and employees with disabilities at the Catholic University of Brasilia."
Committees / Offices	Information not found
Eligible Categories	Information not found
Services	Information not found
Guidelines / Resources	Disability services tip sheet
Assistive Technology	Information not found
Unit Employees	Coordinator

1.42   Universidade Federal do Rio de Janeiro

Name	Universidade Federal do Rio de Janeiro (Federal University of Rio de Janeiro)
URL	https://ufrj.br/en/
City	Rio de Janeiro
Country	Brazil
Size	More than 65,000 students – More than 4,000 Academic staff – More than 5,000 Administrative staff
Type	Public University
Policy Statement	• Brazilian Legislation about Accessibility • Brazilian Law about Inclusion of People with Disabilities (July-2015)
Unit Name	Diretoria de Acessibilidade (DIRAC) - Accessibility Directorate
Unit URL	https://acessibilidade.ufrj.br/
Mission of the Unit	"Our biggest initial goal is to organize the construction of UFRJ's accessibility policy and our biggest daily mission is to guide UFRJ units to promote accessibility and the consequent inclusion of all people with disabilities, autism spectrum disorder and high skills / giftedness at the UFRJ."
Committees / Offices	• Divisão de Orientação e Suporte (DOS) - Guidance and Support Division • FÓRUM PERMANENTE UFRJ ACESSÍVEL E INCLUSIVA (FPAI) – UFRJ PERMANENT FORUM AFFORDABLE AND INCLUSIVE
Eligible Categories	• Physical disabilities • Autidive disabilities • Visual disabilities • Cognitive disabilities • Multiple disabilities
Services	• Pedagogical issues • Planning issues • Physical accessiblity issues • Communication issues • Accessibility map
Guidelines / Resources	• Downloads in the Web • Tutorials in the Web • Resources in the Web

Assistive Technology	A variety of AT.
Unit Employees	- Director/coordinator - Co-director - Orientation and Support Division (11 technical people)

1.43   Universidade Federal de Pernambuco

Name	Universidade Federal de Pernambuco (Federal University of Pernambuco)
URL	https://www.ufpe.br/
City	Pernambuco
Country	Brazil
Size	30,630 Undergraduate students (8,703 Postgraduate students) – 2,770 Academic staff – 3,795 Administrative staff
Type	Public University
Policy Statement	• Portaria Normativa 40/2020 (Normative Ordinance 40/2020), about its structure • Resolution 11/2019, about its policy
Unit Name	Nucleo de Acessibilidade da UFPE (NACE/UFPE) - UFPE Accessibility Center
Unit URL	https://www.ufpe.br/nucleodeacessibilidade
Mission of the Unit	"The Accessibility Center of the Federal University of Pernambuco (NACE / UFPE) aims to support and promote accessibility to students and staff with disabilities, reduced mobility, specific functional learning disorder, global developmental disorder and / or high skills / giftedness."
Committees / Offices	• Technical-Administrative Support Service • Accessible communication • Educational Inclusion and Accessibility • Inclusive Ergonomics • Pedagogical Advice and Studies in Accessibility • Accessibility Laboratory
Eligible Categories	• People with physical, auditive, visual, intellectual or multiple disabilities • Autism spectrum conditions (Asperger, Rett, …) • Highly talented • Specific learning disorders (dyslexia, dyscalculia, hyperactivity, attention deficit, …) • People with low mobility
Services	• Learning strategies • Accessible pedagogical resources • Assistive technologies • Accessible working places • Training courses for staff

	• Libras translator and/or interpretation • Adjusting timing needs
Guidelines / Resources	• Disabilities guide and support material • Disability services tip sheet
Assistive Technology	A variety of AT.
Unit Employees	• Coordinator • Vice-coordinator • Technical-Administrative Support Service (two people) • Accessible communication (eight people) • Educational Inclusion and Accessibility (six people) • Inclusive Ergonomics (one person) • Pedagogical Advice and Studies in Accessibility (one person) • Accessibility Laboratory (at least two people) • Four more people

1.44   Universidad de la República de Uruguay

Name	Universidad de la República de Uruguay (University of the Republic of Uruguay)
URL	https://udelar.edu.uy
City	Montevideo
Country	Uruguay
Size	139,830 students (2019) – 6,351 Academic staff
Type	Public University
Policy Statement	• Ordenanza del Servicio Central de Bienestar Universitario - Ordinance of the Central University Welfare Service (2001) • Protocolo específico para la realización de actividades en los edificios del Servicio Central de Bienestar Universitario - Specific protocol for carrying out activities in the buildings of the Central University Welfare Service (3-July-2020)
Unit Name	Servicio Central de Bienestar Universitario - Central University Welfare Service
Unit URL	https://udelar.edu.uy/portal/bienestar-universitario/
Mission of the Unit	"The main objective of the Central University Welfare Service (SCBU) is to improve the quality of life of the entire university community through the provision of social services. The SCBU, through its five programmatic areas, proposes social policies that seek to understand and comprehensively address people from a multidisciplinary approach. University Welfare offers social, cultural, sports, food and health programs conducted by three transversal strategic lines: social, educational and labor inclusion; decentralization; human care."
Committees / Offices	The committees are created and finished after demand.
Eligible Categories	Information not found
Services	• Sign language interpreter/translation • Equity, Gender, Accessibility and Inclusion
Guidelines / Resources	Disability services tip sheet

Assistive Technology	Information not found
Unit Employees	- President - General Manager - Technical secretary - Several committees

1.45   Universidad Católica del Uruguay

Name	Universidad Católica del Uruguay (Catholic University of Uruguay)
URL	https://ucu.edu.uy/
City	Montevideo
Country	Uruguay
Size	Over 10,000 students – Over 200 Academic staff
Type	Private University
Policy Statement	Information not found
Unit Name	Bienestar Estudiantil - Student welfare
Unit URL	https://ucu.edu.uy/es/asuntosestudiantiles/orientacion
Mission of the Unit	"Main objectives: • Generate actions that promote an inclusive university community that is sensitive to the complexity of human diversity. • Ensure access to knowledge and the possibility of good performance, through the adaptation of academic programs and the personalization of learning. • Ensure that the University facilities follow the universal architectural design, in order to guarantee access to all."
Committees / Offices	Information not found
Eligible Categories	• Visual disabilities • Auditive disabilities • Motor disabilities
Services	Information not found
Guidelines / Resources	Disability services tip sheet
Assistive Technology	Information not found
Unit Employees	• Coordinator (Psychologist) • A team

1.46   Universidad Tecnológica de Panamá

Name	Universidad Tecnológica de Panamá (Technological University of Panama)
URL	https://utp.ac.pa/
City	Panama City
Country	Panama
Size	24,204 Students – 1,773 Academic staff – 2,012 Administrative staff
Type	Public University
Policy Statement	• Legislation in Panama • International legislation
Unit Name	Unidad de Discapacidad – Disability Unit
Unit URL	https://utp.ac.pa/facilidades-y-servicios-para-estudiantes-con-discapacidad
Mission of the Unit	"Admission system based on the principle of equal opportunities, which includes students with special needs"
Committees / Offices	Information not found
Eligible Categories	• Visual disabilities • Auditive disabilities • Physical disabilities • Cognitive disabilities • Chronic illness
Services	• Support in the presentation of the proof of income. The required support must be notified at the time of registration. • Tutoring support. • Academic follow-up during the semester. • Coordination with the corresponding authorities, about the financial and academic aid required, biopsychosocial evaluations and psychological support. • Coordinate with companies that develop programs to incorporate people with disabilities, the professional practice of students with disabilities who choose this option at the time of finishing their degree.

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Guidelines / Resources	• Disability services tip sheet
Assistive Technology	A variety of AT.
Unit Employees	• Main coordination service • Coordination services in other cities

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.47 Universitat Oberta de Catalunya

Name	Universitat Oberta de Catalunya (Open University of Catalunya)
URL	https://www.uoc.edu/portal/en/index.html
City	Barcelona
Country	Spain
Size	77,500 Students – 478 Academic staff (+ 5,300 affiliated teaching staff and tutors) – 667 Administrative staff
Type	Private online university
Policy Statement	• Accessibility Programme • Accessibility Improvement Plan
Unit Name	Services for People with Disabilities
Unit URL	https://www.uoc.edu/portal/en/compromis-social/equitat/diversitat-funcional/serveis/index.html
Mission of the Unit	"The UOC's mission is to ensure that everyone wishing to access lifelong learning can do so. This is why the UOC has devoted significant effort since its beginnings to providing access to the university for people with disabilities."
Committees / Offices	• Accessibility benchmarkers • Committee for curricular adaptation
Eligible Categories	• Visual disabilities • Auditive disabilities • Physical disabilities
Services	• Individual counselor • Information about the type of support they need • Online accessible learning material • Physical accommodation upon request • Curricular adaptation • Agreement with institutions (grants, free technology support products)
Guidelines / Resources	• Disability services tip sheet
Assistive Technology	• Accessible Web pages (AA) • Material in XML to generate it in multiple formats • DAISY format for visual disabilities

	• Accessible pdf • TextToSpeech
Unit Employees	"The UOC has an Accessibility Program to assist the coordination of all the work carried out both by the various administrative departments and by the academic departments to improve the university's accessibility."

1.48   Universidad de Deusto

Name	Universidad de Deusto (University of Deusto)
URL	https://www.deusto.es/
City	Bilbao
Country	Spain
Size	14,174 Students – 1,818 Academic staff
Type	Private university
Policy Statement	Intervention protocol with students with special learning needs
Unit Name	Social Action and Inclusion Service
Unit URL	https://estudiantes.deusto.es/cs/Satellite/estudiantes/en/students-1/student-services/social-action-and-inclusion?cambioidioma=si
Mission of the Unit	"It mainly seeks to enhance students' quality of life at the University, paying special attention to disadvantaged students or those with specific problems so that they can all be integrated into university life, with the support of other services."
Committees / Offices	Information not found
Eligible Categories	• Visual disabilities • Auditive disabilities • Physical disabilities • Cognitive disabilities • Mental health conditions (including Autism spectrum conditions, dyslexia, hyperactivity, attention deficit, …)
Services	• Facilitate access to university studies to those students who have some specific support needs. • Ensure the inclusion and active participation of students who have some specific support needs within the university community. • Offer information and advice on their rights, duties and resources available at the University of Deusto. • Offer information, training and support to the university community. • Address students' needs individually. • Carry out curricular adaptations. • Ensure accessibility within the University of Deusto.

104

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Collaborate with internal and external bodies to improve support to students who may need it. • Address material and personal needs from students at the university. • Adapt the resources available to the specific needs of each student and create or adapt resources to emerging demands. • Coordinate our actions with the different internal or external entities at the university related to disability. • Promote awareness campaigns and collaborate in those organised by other entities. • Noticeboard to offer or demand services.
Guidelines / Resources	• Guide on adaptations for students with special supporting needs • Adaptation according to specific need • Best practice guide • Employment guidance for students with disabilities
Assistive Technology	A variety of AT to loan.
Unit Employees	Led by a social worker

1.49 Universidad Internacional de La Rioja

Name	Universidad Internacional de La Rioja (International University of La Rioja)
URL	https://en.unir.net/
City	Logroño
Country	Spain
Size	32,000 Students – 1,086 Academic Staff – 878 Administrative staff
Type	Private online university
Policy Statement	• Reception: the SANNEE contacts the students of the first year with disabilities to carry out a personal interview and make a diagnosis of their needs. • Personal Counseling: The students will be able to request any information they need from the Service regarding disability, aid, scholarships, state support, etc. • We are all diverse: The SANNEE plans to sensitize the university community about the need to integrate disabled students under equality of conditions.
Unit Name	Care Services for Special Needs
Unit URL	https://en.unir.net/study-with-us/attention-to-special-needs/
Mission of the Unit	"The Care Service for Special Needs (SANNEE) has the objective to offer support for students in situations of temporal or permanent functional diversity, providing the most appropriate solutions for each case. At SANNEE the main goal is to **achieve the full integration of all students to university life** looking for the necessary means and resources to make a university for everyone."
Committees / Offices	Group "Accessible Education in Diversity"
Eligible Categories	Students in situations of temporal or permanent functional diversity
Services	• Access to the resources of the Virtual Campus**.** • Curricular adaptations**.** • Adaptations in the exams**.** • Pedagogical Counseling**.**

106

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Other actions**:** In function of each case, the corresponding Department is contacted to respond adequately to the requests of our students with a functional limitation.
Guidelines / Resources	Disability services tip sheet
Assistive Technology	A variety of AT to loan.
Unit Employees	• Coordinator • Group "Accessible Education in Diversity"

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.50 Universidad de Zaragoza

Name	Universidad de Zaragoza (University of Zaragoza)
URL	https://www.unizar.es/
City	Jaca, Huesca, La Almunia de Doña Godina, Zaragoza, and Teruel
Country	Spain
Size	33.650 Students – 4.298 Academic staff (2020)
Type	Public
Policy Statement	General statements: • Organic Law 6/2001, of December 21, of Universities, in its new wording given by Organic Law 4/2007, of April 12. • Organic Law 3/2007, of March 22, on Effective Equality of Women and Men. • Organic Law 3/2018, of December 5, on the Protection of Personal Data and guarantee of digital rights. • Law 11/2007, of June 23, on Citizens' Electronic Access to Public Services. • Law 8/2015, of March 25, on Transparency, Access to Public Information and Good Governance. • Law 39/2015 of 1 October on the Joint Administrative Procedure. • Royal Decree 208/1996, of February 9, regulating the Services of Administrative Information and Citizen Care. • Royal Decree 1791/2010, of December 30, approving the Statute of the University Student. • Statutes of the University of Zaragoza, approved by Decree 1/2004, of January 13, as amended by Decree 27/2011 of February 8. Decree 84/2016 of 14 June. • Order PRE/1822/2006 of 9 June laying down general criteria for the adaptation of additional times in selective processes for access to public employment of persons with disabilities. Statement about access and admission to bachelor's degrees: • https://academico.unizar.es/acceso-admision-grado/admision/convo Statement about scholarships for students with disability: • https://academico.unizar.es/becas/seccion-de-becas-de-la-universidad-de-zaragoza Academic statement: • https://academico.unizar.es/grado-y-master/informacion-academica/matricula-primer-curso-primera-vez Economic statement:

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• https://www.unizar.es/institucion/presupuesto
Unit Name	Oficina Universitaria de Atención a la Diversidad (OUAD) (University Office for Attention to Diversity)
Unit URL	https://ouad.unizar.es/

Mission of the Unit	• Managing and coordinating various training activities and adaptations that directly affect students with special educational needs in the following fields:
	   o University access tests.
	   o Scholarships and grants for students with special educational needs.
	   o Training and awareness to the university community.
	   o The academic activity of students who require some kind of adaptation.
	   o Incentivize employment for people with disabilities. In collaboration with Universa.
	   o Commonly used name change procedure and/or sex
	• All of the above in coordination with the high schools, the University Centers, and the different official degrees of the Universidad de Zaragoza.
	• In addition, and within the scope of its competences, the OUAD informs with agility and effectiveness to interested persons and students in particular about those processes that may affect them for the proper development of the learning-teaching process.

Committees / Offices	Information not found
Eligible Categories	Students with all kind of disabilities
Services	• Support to the court of university access tests for the adaptation of tests to students with special educational needs. • Establish appropriate relationships with students in a climate of trust to conduct a pre-support interview by the office. • Personalized interviews with students who demand information. • Channeling the supports that students receive will be made upon evaluation by the Office. • Preparation of reports for teachers. • Provide students who need personal and/or technical support for their full autonomy in the classroom. • Provide students who need technical support appropriate to the needs arising from their disability. Loan materials. • Make it easier for students to access the classroom.

	• Adaptation of evaluation tests and materials (braille, personal computers, sign language interpreters, etc.). • Organization of awareness-raising and training actions • Support in research, development and innovation projects related to Diversity. • Guidance to all members of the university community who are affected by some type of disability in their work tasks.
Guidelines / Resources	• Guide of adaptations in the University of the SAPDU Network • Orientation guide for teachers of students with specific difficulties in the written language at the University of Zaragoza
Assistive Technology	The assistive devices and technology offered by OUAD are: • Bookstands • Smartpens • Frequency Modulated (FM) Systems • Ipods • Adjustable tables • Laptops and large-screen laptops equipped with software for people with visual impairments • Desktop computers • Folding telescopic ramps • Wheelchairs • Graphics tablets
Unit Employees	• Chief of department • Technical manager • Scholarship assistant

1.51 Universidad del País Vasco / Euskal Herriko Unibertsitatea

Name	Universidad del País Vasco / Euskal Herriko Unibertsitatea – UPV/EHU (University of the Basque Country)
URL	https://www.ehu.eus
City	Leioa, Bilbao, Baracaldo y Portugalete, Donostia, Vitoria
Country	Spain
Size	51.681 Students – 3.724 Academic staff (2019)
Type	Public

Policy Statement	• III UPV/EHU Inclusion Plan: https://www.ehu.eus/es/web/discapacidad/iii.-inklusio-plana
	• UPV/EHU Equal Opportunity Regulations for Students with Special Educational Needs: https://www.euskadi.eus/y22-bopv/es/bopv2/datos/2015/07/1503104a.shtml
	• Legislation:
	  ○ State Framework
	  ○ Autonomous Framework
	  ○ European Framework

Unit Name	Servicio de Atención a Personas con Discapacidades (Service for People with Disabilities)
Unit URL	http://www.ehu.eus/discapacidad
Mission of the Unit	Ensure the principle of equal opportunities for students with disabilities and in general with special educational needs, facilitating access to studies, enjoyment of services and their full participation in the University. The response to the needs of students with disabilities is carried out through 4 strategic axes: • Information, Advice and Guidance • Equalization of Opportunities • Training and Awareness-raising • Universal Accessibility.
Committees / Offices	Information not found
Eligible Categories	Students with all kind of disabilities

Services	• Assess the needs and manage the resources that pre-university students will need in the university's access tests • Inform about the Service and the procedure for requesting accommodations • Assess the needs and manage the resources that university students will need during university studies • Inform about sources of support for job search and through job offers for graduated students with disabilities from UPV/EHU • Provide students with disabilities with human and technical resources that allow their access to the curriculum • Disclosure of the service • Organize courses for the university community • Promote actions to improve architectural and communication accessibility
Guidelines / Resources	• Guide aimed at new students • Guide aimed at university centers • Guide for mobility managers • Guide for teachers in online assessment tests • Guide aimed at the Berritzegunes • Guide for UAE Courts
Assistive Technology	• Support products Bank (BPA) is a program of the Universia Foundation which, in agreement with the University of the Basque Country, provides various free supporting products to students with disabilities. The granting of these products is conditioned by the responsible statement that the student must sign to assuming good use of it. • UPV/EHU also has other support products to make available to its students • Magnetic loops: is a system that enables hearing accessibility to those who use hearing aids and/or implants. • Adapted places in Libraries: spots adapted with Joystick, telescopes and Zoomtext Support products available at the UPV / EHU: • Speech recognition programs • Character extension software • Lecterns for books • Ergonomic furniture (table with inclination, adapted chair, …) • Carbonless notebooks • Talking notetakers such as spoken Braille: Spoken Braille, or Braille'n Speak • Braille printer. • Braille display • Documents in enlarged print. • Screen magnifiers.

	• Screen reviewers. • Recorders • FM Systems
Unit Employees	• Student Director (1) • Orientation Technician (3) • Educational Support Specialist Technician (5) • Sign Language Interpretation Technician (2) • Responsible Disability Technician (1) • Administrative Assistant (1)

1.52 Universidad Autónoma de Madrid

Name	Universidad Autónoma de Madrid (Autonomous University of Madrid)
URL	http://www.uam.es/
City	Mostly around metropolitan Madrid
Country	Spain
Size	31.722 Students – 2.505 Academic staff (2016)
Type	Public
Policy Statement	Framework collaboration agreement to promote the inclusion of people with disabilities
Unit Name	Oficina de Acción Solidaria y Cooperación - Área de Atención a la Discapacidad (Office for Solidarity Action and Cooperation - Disability Care Area)
Unit URL	https://www.uam.es/UAM/Area-Atencion-Discapacidad/1446741820311.htm?language=es&nodepath=?rea%20de%20Atenci?n%20a%20la%20Discapacidad
Mission of the Unit	Working for equal opportunities and the full inclusion of students with educational needs in the academic life of the University, as well as the promotion of sensitization and awareness of all members of the community. They offer direct and personalized attention to students with educational needs (with and without a disability certificate) and the entire university community (faculty and administration and services staff).
Committees / Offices	Information not found
Eligible Categories	Students with all kind of disabilities
Services	For students: • Welcome Plan and Resource Guide • Adapted accommodation • Access to university for people with disabilities • Accessibility. Libraries and Support Products Bank For teachers: • Specific training • Attention, information and general advice • Attention to teachers and PAS with disabilities

Guidelines / Resources	• Video Presentation of the Project "Strategies and actions of the universities in favor of the PDI with disabilities" (137kB) • Inclusion of Teaching and Research Personnel with disabilities in the University System in Spain. Results and Recommendations Report (1Mb) • Accessibilitas digital platform. Guides, manuals and studies. (124kB) • Bullying and Autism Spectrum Disorder. Action Guide for Teachers and Families (5Mb) • Subtitling service in tools for remote teaching (1Mb) • Information on the University Guide for Students with Disabilities (116kB) • Automatic Online Transcription (TAL) (174kB) • Add automatic and real-time captions to PowerPoint (177kB) • Guidelines, tools and resources to make educational proposals accessible (2Mb) • Teacher Guidelines: Autism Spectrum Disorder (ASD) (141kB) • Protocol of Attention to People with Disabilities (4Mb) • Accessible Digital Content Guide Microsoft PowerPoint 2010 (2Mb) • Universal Design for Instruction (DUI) Indicators for its implementation in the university environment (1Mb) • Guidelines for the design of accessible educational environments for the visually impaired WORD (3Mb) • Guide to make your event accessible WORD (486kB) • Cognitive accessibility in educational centers (2Mb) • Easy guide to making Accessible Materials 2021 PDF (235kB) • Easy Guide for the elaboration of Accessible Materials 2021 (Reduced Version) PDF (201kB) • Easy guide to making Accessible Materials 2021 WORD (47Mb) • Easy guide for the elaboration of Accessible Materials 2021 (Reduced Version) WORD (45Mb) • List of guidelines for making libraries more welcoming, accessible and usable WORD (391kB) • Accessible Libraries. Guidelines to bring libraries closer to people with disabilities and the elderly (5Mb) • Disability Care Guide at the 2018 University of Fundacion Universia (Accessible) (4Mb)
Assistive Technology	• LIBRARIES: Adapted places: There are adapted study places in all faculties with hardware (covers for keyboard, ball mouse, adjustable tables, magnifying glass, braille printer, etc.) and specific software for different needs (QuickBraille, Jaws, Dragon Naturally Speaking, ZoomText, etc.). In addition, libraries have specific services for people with disabilities. • SUPPORT PRODUCT BANK: They act as an intermediary with the Fundación Universia and Fundación ONCE to manage the free loan of products after evaluation. Some of these products are: FM systems,

115

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	braille displays, among others. The loan will depend on the student's needs and the availability of the product.
Unit Emplo-yees	Information not found

116

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.53 *Universidad Nacional de Educación a Distancia*

Name	Universidad Nacional de Educación a Distancia – UNED (National University of Distance Education)
URL	https://www.uned.es/
City	Headquarters in Madrid
Country	Spain
Size	194.733 Students (2021) – 1.303 Academic staff (2019)
Type	Public
Policy Statement	Public price exemptions: According to Order UNI / 635/2020, of July 7, which sets the public prices for university academic services and other services at the National Distance Education University, for the 2020-2021 academic year, those who accredit a degree of disability of 33% or higher enjoy a 100% bonus for academic services paid in enrollment, having to pay the prices corresponding to other services in accordance with additional provision 24.6 of the Organic Law of Universities. The bonus will proceed if this condition is recognized during the enrollment period and only for that specific call.
Unit Name	Centro de Atención a universitarios con Discapacidad (UNIDIS) (Center for Attention to University Students with Disabilities)
Unit URL	www.uned.es/unidis
Mission of the Unit	UNIDIS is a service dependent on the Vice - Dean's Office for Students and Entrepreneurship of the UNED, whose main objective is that students with disabilities who wish to study at this University, can enjoy the same opportunities as the rest of UNED students. In order to guarantee equal opportunities for students with disabilities at UNED and to help eliminate barriers to access, participation and learning for all people with disabilities who make up the university community, UNIDIS coordinates and develops a series of action plans in different areas, which constitute its main functions and services.
Committees / Offices	The Advisory Council of the UNIDIS center is a body for coordinating, evaluating and monitoring UNIDIS to improve the care of its students with disabilities. The Advisory Council is made up of: • The Dean of the UNED or person to whom he delegates • The Vice-Dean for Students and Entrepreneurship of the UNED

	• The Dean of UNIDIS • The General Director of Disability support policies of the Ministry of Health, Social Services and Equality • The President of the Spanish Committee of Representatives of People with Disabilities (CERMI) • The Director of the Royal Board on Disability of the Ministry of Health, Social Services and Equality • A representative of the UNED students • Representatives of collaborating entities, by mutual agreement between the sponsoring company and the UNED • Experts in disability matters, appointed by common agreement between the sponsoring company and the UNED
Eligible Categories	Students with all kind of disabilities
Services	UNED offers a variety of adaptations, most of them aimed at conducting Face-to-Face exams. Adaptations are modifications or adjustments in the common educational offer to respond to the special or specific educational needs that a student with a disability may have, whatever their cause: • Adaptations related to the duration and modality of the exam. • Adaptations related to the exam format. • Adaptations related to the use of furniture and technical resources. • Adaptations related to physical access to the associated center and / or to the location in the classroom. UNED also offers services for the teaching and learning process. The services are intended to adapt teaching materials and tutorials according to the needs of the students, in addition to offering personal support in certain academic circumstances: • Basic bibliography adaptation services. • UNED's audiovisual didactic material adaptation service. • Interpretation service in sign language in tutorials and exams. • Personal support service (Volunteering).
Guidelines / Resources	UNIDIS makes available to the entire university community a wide range of ONLINE information and training resources related to functional diversity / disability. ONLINE resources provided by the UNED: CONECTAD@S: LA UNIVERSIDAD EN CASA (#LaUniversidadEnCasa).
Assistive Technology	Adapted exam formats (in PC,Braille, enlarged letter, longer time), adapted furniture.
Unit Employees	Information not found

1.54   Universidad de Cádiz

Name	Universidad de Cádiz (University of Cádiz)
URL	https://www.uca.es/
City	Cádiz, Puerto Real, Algeciras, and Jerez de la Frontera
Country	Spain
Size	19.906 Students (2020) – ? Academic staff
Type	Public
Policy Statement	Regional regulations: • Law 4/2017, of September 25, on the Rights and Care of Persons with Disabilities in Andalusia. • Easy Reading Version of Law 4/2017, of September 25, on Rights and Care for Persons with Disabilities in Andalusia. • Law 9/2016, of December 27, on Social Services of Andalusia. • Law 5/2010, of June 11, on Local Autonomy of Andalusia. BOJA June 122, 23 • Law 1/1999, of 31 March, on care for persons with disabilities in Andalusia. BOJA No. 45 of 17 April 1999. University Regulations: • Royal Legislative Decree 1/2013, of November 29, approving the Consolidated Text of the General Law on the rights of people with disabilities and their social inclusion • Organic Law 4/2007, of April 12 and Royal Decree 1393/2007, of October 29, which establishes the organization of official university education University Student Statute: • It establishes systems and procedures that universities must include to guarantee the rights of students with specific educational needs, derived from the disability condition. Some statutes establish the implementation of Units of attention to students with disabilities or specific services for this group. • The reservation of places for students with disabilities is also regulated, the reservation of 5% of available places is established and the national and international mobility of students with disabilities is established, and Universities must promote the participation of these students in mobility programs National and international. • Regulation UCA / CG11 / 2010, of June 28, 2010, of admission and enrollment in the University of Cadiz

	• Regulation UCA / CG08 / 2012, of July 13, 2012, of external academic practices of the students of the University of Cadiz
Unit Name	Secretariado de Politicas de Inclusión - Oficina de Atención a la Discapacidad (Inclusion Policies Secretariat – Office for Attention to University Students with Disabilities)
Unit URL	https://inclusion.uca.es
Mission of the Unit	Its purpose is to promote processes, actions and projects aimed at advancing equitable treatment and the articulation of effective equality of opportunities for any member of the university community. In this sense, among its tasks is the development of universal accessibility, the elimination and / or minimization of physical, communication, cultural and curricular barriers that compromise inclusion, as well as the facilitation of the necessary support.to the university community members. It is also aimed at making these principles a reality in society in general, through coordination with other units and services of the university itself and its environment.
Committees / Offices	Information not found
Eligible Categories	Students with all kind of disabilities
Services	Personal attention to find adequate support.
Guidelines / Resources	• Toolbox to improve accessibility in teaching / management / research • Accessibility Resources • Support resources for adjustments in teaching
Assistive Technology	Information not found
Unit Employees	Delegate of the Dean for Equality and Inclusion Policies Technical staff

1.55   Universidad de Cantabria

Name	Universidad de Cantabria – UC (University of Cantabria)
URL	https://web.unican.es/
City	Santander, Torrelavega and Comillas
Country	Spain
Size	14205 Students – 1.267 Academic staff (2013)
Type	Public
Policy Statement	Royal Decree 412-2014-Regulation Access to the University of June 6, 2014
Unit Name	Sistema de Orientación de la UC (SOUCAN) (UC Guidance System)
Unit URL	https://web.unican.es/unidades/soucan/estudiantes/universidad-y-discapacidad
Mission of the Unit	The service develops a comprehensive set of programs and activities for all students that seek to facilitate access of prospective students to the University and once in it, may have the support necessary to carry out their studies.
Committees / Offices	Collaboration with IMSERSO (Institute for the Elderly and Social Services), ONCE Foundation, and MECD (Ministry of Education, Culture and Sports).
Eligible Categories	Students with all kind of disabilities
Services	SOUCAN develops different programs and actions aimed at making equal opportunities effective in higher education, such as: • Inclusion Program: It offers support and advice to students with disabilities, pre-university students, their teachers, the staff of other UC services, etc., in order to overcome all physical and social barriers and make UC more accessible to everyone. It aims, on the one hand, to know and address the individualized needs of university students (a consequence of the lack of adapted spaces, technical aids or alternative communication systems, social spaces, etc.) and, on the other, to inform and sensitize the community university of the importance of responding to the educational demands that some students pose. • Access and Curricular Adaptations • Accessibility Observatory

	• Resource Bank: aims to create a repository of technical resources that make possible the accessibility and autonomy of the students, as well as the different agents linked to
Guidelines / Resources	https://web.unican.es/unidades/soucan/estudiantes/talleres-soucan
Assistive Technology	• Digital pen • Portable scanner • Magnetic Induction loop • Tablet+PC (Hybrid)
Unit Employees	Information not found

1.56 Universidad de Burgos

Name	Universidad de Burgos (University of Burgos)
URL	https://www.ubu.es/
City	Burgos
Country	Spain
Size	7477 Students – 931 Academic staff (2020)
Type	Public
Policy Statement	• Legislative RD 1/2013 of 29 November approving the Consolidated Text of the General Law on the Rights of Persons with Disabilities and their Social Inclusion. • Law 23/2007, of October 23, recognizing the languages of Spanish signs and regulating the means of support for oral communication of deaf, hearing impaired and deafblind people. • Law 2/2013, of May 15, on Equal Opportunities for Persons with Disabilities of the Autonomous Community of Castile and León. • Adapting Access Tests for Students with Special Educational Needs • Royal Decree 412/2014, of June 6, laying down the basic rules of the procedures for admission to official university teachings of the Degree. At least 5% of the places offered for students with a degree of disability will be reserved (art.26). • Rules for booking places for students with disabilities in official master's and doctoral studies at the University of Burgos
Unit Name	Unidad de Apoyo a Estudiantes con Discapacidad (Disability Student Support Unit)
Unit URL	http://wwww.ubu.es/unidad-de-apoyo-estudiantes-con-discapacidad
Mission of the Unit	To guarantee equal opportunities for students with disabilities.
Committees / Offices	Information not found
Eligible Categories	Students with all kind of disabilities
Services	• Coordination with high schools.

	• Management of accessibility needs of built and virtual environments in coordination with other services. • Information, guidance, advice and personalized support for students with disabilities to facilitate their integration into the university • Awareness-raising and training to the university community on issues related to disability.
Guidelines / Resources	• Guides for creating accessible content • Guidelines for creating online assessment tests with time adaptation
Assistive Technology	• In the library: computer equipment adapted for people with motor and visual disabilities. • Assistive product loan: Bank of products provided by Fundación ONCE (e.g. keyboards, mice, laptops, scanners, screen magnifiers, voice synthesizers, individual FM equipment) • Magnetic Induction Loop funded by the Vodafone Spain Foundation
Unit Employees	Information not found

1.57   Universitat Autonoma de Barcelona

Name	Universitat Autònoma de Barcelona (Autonomous University of Barcelona)
URL	https://www.uab.cat/
City	Barcelona, Sabadell, Santa Coloma de Gramenet, Bellaterra
Country	Spain
Size	≈ 37.166 Students – 3.678 Academic staff (2020)
Type	Public
Policy Statement	• UAB Tutorial Action Plan • II Disability and Inclusion Action Plan
Unit Name	Servicio Para la Inclusión en la UAB – PIUNE (Service for Inclusion at the UAB)
Unit URL	https://www.uab.cat/web/discapacidad-nee-1345780035585.html
Mission of the Unit	It works to ensure that anyone, regardless of their disability, can access higher education with equal opportunities and enjoy a full and autonomous academic and social life at the university like the rest of his classmates. It develops actions to facilitate both the support for academic progress and success through tutorial action and the employment of students, taking advantage of synergies with the university community.
Committees / Offices	Information not found
Eligible Categories	Serves students with physical, visual, hearing, multiple disabilities, with learning disorders or mental disorders
Services	• Pedagogical unit: evaluation of educational needs, tutorials and individualized monitoring. Mediation with teachers. • Technological unit: educational resources that make it possible to follow the classes. • Mobility: adapted transport and accompaniments on foot around the Campus. • Orientation and labor insertion: UABImpuls program to facilitate insertion in the labor market
Guidelines / Resources	• Recommendations guide for teachers and infographics • Digital accessibility: principles, guidelines and guides

Assistive Technology	• They offer specialist advice and training on the latest software and peripherals as well as other available resources which may help the student to follow the classes and improve for access to information. • Adapted booths • Digitization of documents, to turn paper texts into electronic format. • Document recording, to turn paper documents into audio documents. • Conversion of documents into Braille (only documents for classroom use).
Unit Employees	Information not found

1.58   Universidade da Coruña

Name	Universidade da Coruña (University of A Coruña)
URL	https://www.udc.es/
City	A Coruña and nearby Ferrol
Country	Spain
Size	16.847 Students – 1.393 Academic staff (2018)
Type	Public
Policy Statement	Regulations for attention to diversity at the Universidade da Coruña
Unit Name	Unidad de Atención a la Diversidad
Unit URL	http://www.udc.gal/cufie/ADI/
Mission of the Unit	It was established to serve members of the university community with disabilities or other specific needs. It is therefore aimed at all participants in higher education: students, teachers and administration and service staff. Its main task is to facilitate the full integration of students, teachers and PAS who, for physical, sensory, mental or sociocultural reasons, experience difficulties or external barriers to adequate, egalitarian and beneficial access to university life.
Committees / Offices	Information not found
Eligible Categories	Students with all kind of disabilities
Services	• Ensuring the rights of students and staff with special physical, communicative, educational, social and labor needs or diminished by the majority tendencies of society. These needs may come from disability or particular vulnerability to discrimination processes associated with ethnic-cultural origin, language use, gender, sexual orientation, disadvantaged socioeconomic status, and so on. • Facilitate access to the University of students and staff with specific or special needs, as well as optimize their subsequent integration into university life to promote participation on equal terms with the majority university population and society in general. • To favor not only the integration but the autonomy of the members of the university community with special needs. This involves undertaking a wide range of actions to encourage, simultaneously,

127

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	cooperation and the maximum possible personal autonomy in decision-making, travel, information acquisition and knowledge development. It also involves collaborating in the promotion of independent living (a whole social movement that is gaining strength in recent years) of people with disabilities. • Disseminate information among all sectors of the university community on the situation of people with special needs, to raise awareness and strengthen non-discriminatory values, attitudes and behaviors. • Advise on the possible pedagogical, architectural and communicative adaptations necessary to strengthen equal opportunities in the processes of acquisition and development of knowledge and tasks both academic and work at the University. • To speed up the process of the progressive elimination of the existing architectural and communicative barriers in all the campuses and facilities of the University. • To stimulate communication channels and networks in all areas: both in and outside the university system. Fluent and open communication favors continuous improvement in the detection of needs and the provision of services. • Train in topics related to diversity and social integration.
Guidelines / Resources	"Espazo Compartido": program promoted by the Universidade da Coruña for training in personal, social skills and basic skills, for the employability and job inclusion of young people with cognitive disabilities
Assistive Technology	• For loan: Students may request adapted devices (mice, netbooks, recorders, ...) and accessible software, depending on the availability of the service at that time. • ClaroRead (text reader).
Unit Employees	Information not found

1.59 *Escuela Colombiana de Carreras Industriales*

Name	Escuela Colombiana de Carreras Industriales – ECCI (Colombian School of Industrial Studies)
URL	https://www.ecci.edu.co/es/
City	Bogotá / Medellín
Country	Colombia
Size	20.000 Students (2019-2) – 894 Academic staff (2019-2)
Type	Private University
Policy Statement	Inclusion policy
Unit Name	Programa de inclusión
Unit URL	https://www.ecci.edu.co/es/Bogota/programa-de-inclusion-191
Mission of the Unit	Build and develop an education model that responds to an inclusive institutional policy and the socio-linguistic characteristics of the deaf, guaranteeing them the right to education, opportunity and equality, through a relevant educational offer that respects their language and projects them in High demand labor fields within the framework of interculturality, diversity and equity, for their integral development as human beings.
Committees / Offices	Information not found
Eligible Categories	Deafness
Services	• Interpretation services • Discount on the registration fee • 20% discount on the value of the semester in technology, 10% discount in professional training • The admission exam is face-to-face, interpreted in Colombian Sign Language
Guidelines / Resources	Information not found
Assistive Technology	Information not found

Unit Employees	Information not found

1.60   *Universidad de Antioquia*

Name	Universidad de Antioquia (University of Antioquia)
URL	http://www.udea.edu.co/
City	Medellín, Santafe de Antioquia, Envigado, Yarumal, Puerto Berrío, Apartadó, Caucasia, Turbo, Amalfi, Andes, Segovia
Country	Colombia
Size	40,510 Students (2016) – 1690 Academic staff (2016)
Type	Public University
Policy Statement	• NATIONAL PUBLIC POLICY ON DISABILITY AND SOCIAL INCLUSION • INVITATION TO A MANIFESTO FOR A DISABILITY WITH INCLUSION AND AFFIRMATIVE ACTIONS AT THE UNIVERSITY OF ANTIOQUIA
Unit Name	Inclusión
Unit URL	http://portal.udea.edu.co/wps/portal/udea/web/inicio/institucional/permanencia-universitaria/iniciativas/inclusion
Mission of the Unit	Strengthen the processes of articulation of students, teachers and administrators to university life, through actions and strategies of comprehensive support with a differential, multiethnic, multicultural, multilingual and gender approach, mobilizing the principles of inclusive higher education in academic and administrative units , headquarters and sections, and in general, throughout the university community.
Committees / Offices	Comité de inclusión / Inclusion committee
Eligible Categories	• Natives • Afro-descendants • People with disabilities • LGBT population • Farmers • Victims and ex-combatants
Services	• Con-tacto: Promote the access, permanence and exit of students with visual disabilities (blindness and low vision) • Sordos con la U: seeks to highlight the linguistic, communicative and cultural diversity of the deaf community, as well as to promote the conditions for access, permanence and graduation.

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	• Movilizando capacidades: Aimed at minimizing barriers and creating accessibility conditions for the admission, permanence and graduation of students with motor disabilities. • Taller del pensamiento: Accompaniment to academic units and teachers in the teaching processes, and to students, to respond coherently to cognitive diversity, learning styles and rhythms, abilities and, in general, psychosocial and intellectual characteristics. • Contact: permanencia.inclusion@udea.edu.co
Guidelines / Resources	Information not found
Assistive Technology	Information not found
Unit Employees	• Vice chancellor for teaching • Dean of the Faculty of Education • College Wellness Director • Regionalization Director • A representative of the different organizations that, being legally constituted and recognized, consider in their action activities within the University, in favor of the inclusion of the persons referred to in article number one of this agreement.

1.61   *Universidad Nacional de Colombia*

Name	Universidad Nacional de Colombia (National University of Colombia)
URL	https://unal.edu.co/
City	Bogotá, Medellín, Manizales, Parlmira, Caribe, Amazonía, Orinoquía, Pacífico, la Paz
Country	Colombia
Size	55.124 Students (2020-2) – 3.112 Academic Stuff (2020-2)
Type	Public University
Policy Statement	Institutional policy for the educational inclusion of people with disabilities at the National University of Colombia
Unit Name	Observatorio de Inclusión Educativa para Personas con Discapacidad
Unit URL	http://bienestar.unal.edu.co/sistema-de-bienestar/educacion-inclusiva/observatorio-de-inclusion-educativa-para-personas-con-discapacidad/
Mission of the Unit	Monitor the implementation of the regulated measures and actions, provide advice and support to the academic, administrative and University Welfare at national level, headquarters and faculty level, suggest the supports that are required to facilitate the process of inclusion in the university environment for people with disabilities, as well as interacting with external entities to allow the updating and exchange of knowledge and experiences.
Committees / Offices	Information not found
Eligible Categories	Information not found
Services	Information not found
Guidelines / Resources	• Inclusiometer • Inclusive pedagogies folder for teachers • Diagnosis of the implementation of Agreement 036 of 2012 - CSU
Assistive Technology	Information not found
Unit Employees	• Vice Chancellor General • Academic Vice Chancellor

133

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	- Vice Chancellor for Research - National Director of University Welfare - National Director of Planning and Statistics - National Director of Academic and Administrative Staff - National Director of Admissions - Professor of the Human Development Area linked to the Master's Degree in Disability and Social Inclusion of the Faculty of Medicine of the Bogotá Headquarters - Undergraduate student with disabilities - A teacher chosen by the teachers - Head of division or section of the Comprehensive Accompaniment Area of the Orinoquia University Welfare Directorate - Administrative staff member - Graduate student with a disability - A graduate

1.62   Universidad del Valle

Name	Universidad del Valle (University of Valle)
URL	https://www.univalle.edu.co/
City	Cali
Country	Colombia
Size	32.450 Students (2020-2) – 1.413 Academic Stuff (2020-2)
Type	Public University
Policy Statement	Institutional Policy on Disability and Inclusion of the Universidad del Valle
Unit Name	Proyecto de discapacidad e inclusión
Unit URL	http://vicebienestar.univalle.edu.co/proyecto-discapacidad-e-inclusion
Mission of the Unit	Consolidate an inclusive social and academic environment, including the concept of disability in the Institutional Development Plan as a question that deserves effective responses from each of the substantive functions of the university.
Committees / Offices	Information not found
Eligible Categories	Information not found
Services	Information not found
Guidelines / Resources	Information not found
Assistive Technology	Information not found
Unit Employees	Information not found

135

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

1.63   Universidad Simón Bolívar

Name	Universidad Simón Bolívar (Simón Bolíver University)
URL	http://www.usb.ve/
City	Caracas, Naiguatá
Country	Venezuela
Size	16.414 Students (2019-2) – 886 Academic Stuff (2019-2)
Type	Public University
Policy Statement	Inclusive higher education policy - article 5 of COMPENDIUM OF THE POLICY FOR THEDEVELOPMENT OF SUBSTANTIVE AND ADMINISTRATIV FUNCTIONS OF THE UNIVERSITY
Unit Name	Departamento de bienestar social
Unit URL	https://www.dide.usb.ve/inicio/departamentos/dpto-bienestar-social
Mission of the Unit	Contribute to the social welfare of the USB undergraduate student population through assistance, prevention, education and development in socioeconomic, physical-environmental, psycho-social and medical-social aspects.
Committees / Offices	Information not found
Eligible Categories	Information not found
Services	Survey to explore disability states. Students
Guidelines / Resources	Information not found
Assistive Technology	Information not found
Unit Employees	Information not found

1.64 Universidad de las Fuerzas Armadas

Name	Universidad de las Fuerzas Armadas (Armed Forces University)
URL	https://www.espe.edu.ec/
City	Sangolquí
Country	Ecuador
Size	22.229 Students (2017) – 1231 Academic Stuff (2017)
Type	Public University
Policy Statement	Information not found
Unit Name	Accesibilidad para los grupos prioritarios
Unit URL	https://www.espe.edu.ec/accesibilidad-para-los-grupos-prioritarios/
Mission of the Unit	Implementing benefits for different priority care groups
Committees / Offices	Information not found
Eligible Categories	Information not found
Services	• Access ramps, elevators, Braille signage, handrails, among others, to facilitate the entry of people with special abilities • Wide bibliography, offers induction for children, young people and the public in the use of tifloinformatics tools; conversion of works into physical format for the use of visually impaired people, in order to guarantee access to comprehensive training. • Mobility service to people with different abilities. This tool is friendly when coupling to any type of wheelchair that does not need a third person for its operation. The project that was born in the classrooms of the Department of Energy and Mechanics was implemented at the university, in order to benefit people with reduced mobility. • Web accessibility: a basic tool that aims to promote inclusion and universal accessibility, so that all people can use objects or services regardless of their technical, physical or cognitive abilities.
Guidelines / Resources	Information not found

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Assistive Technology	Information not found
Unit Employees	Information not found

1.65   Universidad Católica de Cuenca

Name	Universidad Católica de Cuenca (Catholic University of Cuenca)
URL	https://www.ucacue.edu.ec/
City	
Country	Ecuador
Size	14.647 Students (march-august 2018) – 786 Academic Stuff (2018)
Type	Private University
Policy Statement	Information not found
Unit Name	Unidad de Diagnóstico, Investigación Psicopedagógica y Apoyo a la Inclusión (UDIPSAI)
Unit URL	https://www.ucacue.edu.ec/servicios/udipsai/
Mission of the Unit	We are a Unit for Diagnosis, Psychopedagogical Research and Inclusion Support that provides a specialized educational service of psychopedagogical evaluation to students who have special educational needs associated or not with the disability of initial, basic, high school and higher education, to promote the development of its potentialities facilitating inclusion and adaptation to the educational system. Our Vision is to be a unit of psychodiagnosis and support for the inclusion of Zone 6, recognized nationally and internationally, made up of a transdisciplinary team of professionals committed to the principles of equity and inclusion to promote attention to diversity and education for everyone.
Committees / Offices	Information not found
Eligible Categories	Information not found
Services	• Psychopedagogical evaluations. • Support for the inclusion of students with special educational needs associated or not with disabilities at the Initial, Basic Baccalaureate and University levels of education. • Psychopedagogical advice to teachers and parents.

	• Coverage Zone 6 and areas of influence of the Catholic University of Cuenca. • Telework mode with virtual applications in collaboration with the National Educational System
Guidelines / Resources	Information not found
Assistive Technology	Information not found
Unit Employees	• Coordination • Administrative • Educative psychology • Pedagogical recovery • Lenguage therapy • Clinical psychology • Early stimulation • Clinical psychologist

1.66 *Universidad Nacional Arturo Jauretche*

Name	Universidad Nacional Arturo Jauretche (National University Arturo Jauretche**)**
URL	http://www.unaj.edu.ar/
City	Florencio Varela
Country	Argentina
Size	20000 Students (2016)
Type	Public
Policy Statement	International Convention on the Rights of Persons with Disabilities
Unit Name	Disability Area, Student Affairs Unit
Unit URL	https://www.unaj.edu.ar/area-de-discapacidad-informacion-para-ingresantes/
Mission of the Unit	The Arturo Jauretche National University since its inception has operated with the criterion of equality of all its students, which implies taking into account the individual differences of people and providing the necessary resources for those who may need it, overcoming as far as possible the barriers that will present themselves as an obstacle in their study paths.
Committees / Offices	Information not found
Eligible Categories	Students with disabilities
Services	• Accessible adaptation of texts for blind students • Sign Language interpreters • Accompaniment of teaching tutors • Advice and guidance to teachers • Personalized orientation to students
Guidelines / Resources	Information not found
Assistive Technology	Information not found
Unit Employees	Information not found

1.67   *Universidad Nacional de Avellaneda*

Name	Universidad Nacional de Avellaneda (National University of Avellaneda**)**
URL	http://www.undav.edu.ar/
City	Avellaneda
Country	Argentina
Size	18000 Students (2018)
Type	Public
Policy Statement	International Convention on the Rights of Persons with Disabilities
Unit Name	University Welfare, Accessibility and Disability Commission
Unit URL	https://www.undav.edu.ar/index.php?idcateg=248 https://www.facebook.com/bienestarundav
Mission of the Unit	The University Welfare Directorate is the area designed to promote the integral development of those who are part of the university community with the aim of helping to guarantee equality and equity of opportunities for students, teachers, non-teachers and graduates. Guarantee the right to higher education as well as the professional exercise and full participation of all people with disabilities and members of the Argentine Deaf Community within the scope of the National University of Avellaneda, promoting and coordinating actions aimed at eliminating physical barriers, communicational, academic and attitudinal that hinder inclusion and accessibility under equal conditions. The objectives are: • Consolidate a collective, democratic and participatory space for dialogue, reflection, exchange and debate about accessibility and disability at the National University of Avellaneda, made up of representatives from the different areas of management, government and union representation of our university. • Carry out actions that are framed in the guidelines of the Accessibility and Disability Program of the National University of Avellaneda. • Disseminate the different accessibility policies promoted by the Accessibility and Disability Program of the National University of Avellaneda to the management, government and union bodies. • Socialize and exchange experiences, concerns, problems and good practices carried out by the different actors of the university community.

	- Promote the design of actions that favor full participation, collaborating with the elimination of physical, communicational and attitudinal barriers in all areas of the University. - Propose the organization, sponsorship and participation in scientific and academic events related to public and inclusive education. - Produce documents and statements about the subject. - Promote the empowerment and autonomy of people with disabilities and / or the Argentine Deaf Community, making effective the current legislation, where rights and obligations are established.
Committees / Offices	Information not found
Eligible Categories	Students with disabilities
Services	- Accessibility training: Design and implementation of teacher, node and student training projects in the different types of accessibility. - Permanent consultancies on the subject: Meetings at the request of the management areas, unions and government bodies, to address emerging issues, think about initiatives and problematize situations. - Training for management and government areas: Training in the preparation of accessible materials for the rector's and departmental secretariats and for the teaching and node staff of said dependencies. - Mainstreaming and curricularisation of accessibility: Articulation with departments, careers and curricular commissions in order to integrate the issues related to accessibility and disability to the academic training of students. - Meetings with students and workers with disabilities: Generation of periodic meeting spaces of a participatory nature to reveal problems, concerns and proposals. - Coordination and evaluation of programs, projects and actions: Analysis, approval, supervision and accompaniment of initiatives related to disability and accessibility issues, in order to guarantee compliance with the International Convention on the Rights of Persons with Disabilities and its optional protocol through Law No. 26387. - Promotion: Development of strategies, devices and channels for the awareness of the university community on the topics of interest of the Program. - Accessibility and Disability Commission: Coordination of a collective and participatory space that incorporates the different cloisters (teacher, student, node-teacher, graduates).

Guidelines / Resources	Information not found
Assistive Technology	Information not found
Unit Employees	Information not found

1.68   Universidad Nacional de Córdoba

Name	Universidad Nacional de Córdoba (National University of Cordoba)
URL	http://www.unc.edu.ar/
City	Córdoba
Country	Argentina
Size	117150 Students - 8841 Academic staff, , 2834 Administrative staff (2012)
Type	Public
Policy Statement	Information not found
Unit Name	Department of Accompaniment to the Student Academic Trajectories, Office of Educational Inclusion of People with Disabilities
Unit URL	https://www.unc.edu.ar/node/492
Mission of the Unit	The National University of Córdoba created the Office for Educational Inclusion of people with disabilities. This office's mission is to mainstream the perspective of accessibility and heterogeneity in the policies, plans, programs and projects that are adopted in the teaching, research and extension functions of the UNC. In that sense, it fosters intervention strategies from a participatory and multi-stakeholder perspective, involving all the Rectorial Secretariats and other dependencies of the UNC.
	Its central axis is to establish the general guidelines for the construction of an inclusive university based on the recognition, respect and affirmation of the inherent heterogeneity of its student population.
Committees / Offices	Information not found
Eligible Categories	Students with disabilities
Services	• Advise, program and coordinate actions aimed at the educational inclusion of people with disabilities in undergraduate and graduate degrees. • Channel demands, queries, suggestions from the university community and extra-institutional actors. • Strengthen and coordinate existing initiatives in academic units. Preserve and consolidate the logic of multiactoral and integrated

145

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

	approach to the issue, based on permanent articulation with the different dependencies of the Casa de Trejo. • Encourage the establishment of work agreements and conventions (advice, training, specialized technical assistance) with civil society organizations and provincial and municipal government agencies. • Consolidate institutional participation in the Interuniversity Commission on Disability and Human Rights of Argentina.
Guidelines / Resources	• Guidelines URL: https://www.unc.edu.ar/vida-estudiantil/protocolos-de-accesibilidad • Action Protocol on Inclusive Pedagogical Strategies • Action Protocol for Evaluation Situations • Action Protocol on Communicational Accessibility • Protocol for the Use of Common Spaces • Accessibility Guidelines Protocol in Urban and Building Spaces
Assistive Technology	Information not found
Unit Employees	Information not found

1.69   Universidad Nacional de Cuyo

Name	Universidad Nacional de Cuyo (National University of Cuyo)
URL	http://www.uncu.edu.ar/
City	Mendoza
Country	Argentina
Size	47723 Students (2019)
Type	Public
Policy Statement	Rights digest for people with disabilities 2020
Unit Name	Secretary of University Welfare, Universal Accessibility
Unit URL	http://www.uncuyo.edu.ar/bienestar/accesibilidad-universal
Mission of the Unit	The Secretary of University Welfare incorporates into its management the axes of inclusion and universal accessibility to guarantee real equality in all its services. These axes will make it possible to respect, support and celebrate diversity by creating conditions that allow meaningful participation of all people, including those with disabilities. Based on the provisions of the United Nations Convention on the Rights of Persons with Disabilities, all actions have a human rights approach and address concepts such as universal accessibility, equal opportunities and reasonable accommodation.
Committees / Offices	Information not found
Eligible Categories	Students with disabilities
Services	• Training to promote good treatment and adequate care, based on the Protocol for the Care of People with Disabilities • Awareness campaigns • Building and service adaptations
Guidelines / Resources	Protocol for the care of people with disabilities

1.70 Universidad Nacional de La Plata

Name	Universidad Nacional de La Plata (National University of La Plata)
URL	http://www.unlp.edu.ar/
City	La Plata
Country	Argentina
Size	107910 Students - 13540 Academic staff - 3016 Administrative staff (2011)
Type	Public
Policy Statement	Information not found
Unit Name	University Commission on Disability (UCD)
Unit URL	http://www.cud.unlp.edu.ar/
Mission of the Unit	The UCD is registered as a management space whose mission is to design policies and carry out strategies and lines of action that contribute to the fulfillment of the constitutional rights of people with disabilities, a way to transform Public Universities into accessible and not It is made up of representatives of all the cloisters who work in an interdisciplinary way in subcommittees, with a view to deepening reflection and mainstreaming the subject through academic, extension, research and volunteer projects.
Committees / Offices	- Urban and building accessibility - Accessibility to information and communication technology Accessible libraries - Communication and media - Investigation - Training - Health and social security - Academic Accessibility
Eligible Categories	Students with disabilities
Services	- Affirm the human rights of people with disabilities by promoting awareness in academic areas to permanently eradicate prejudice and discrimination from university life. - Promote an inclusive environment in all educational and cultural spaces, through actions that allow physical, academic, attitudinal and communicational accessibility.

	• Strengthen undergraduate and graduate training related to disability issues from the human rights perspective. • Promote academic production on the subject of disability and the exchange of experiences and resources that can strengthen policies related to teaching, extension and research. • Promote the organization of Interuniversity Meetings and strive for the recommendations that arise from them to be carried out. • Recommend the creation of an accessibility area in each academic unit, according to the modalities that they determine, promoting the formation of interdisciplinary teams with representation from all the cloisters. • Establish information exchange and / or cooperation actions with government organizations and NGOs in order to guarantee dialogue between the UNLP and the community.
Guidelines / Resources	• University Adaptations GuideDescargar el documento • General considerations for the inclusion of people with disabilities in the University • Comprehensive Accessibility Program in Public Universities. Deepening and progress in its implementation • Convention on the Rights of Persons with Disabilities. UN (easy read)
Assistive Technology	Information not found
Unit Employees	1 Director, 1 Administrative Staff, 7 Technical Committee Members, 17 Representatives of University Departments

1.71   *Universidad Nacional del Comahue*

Name	Universidad Nacional del Comahue (National University of Comahue)
URL	http://www.uncoma.edu.ar/
City	Neuquén
Country	Argentina
Size	26647 Students - 2376 Academic staff
Type	Public
Policy Statement	Information not found
Unit Name	Welfare Secretariat, Accessibility Commission
Unit URL	https://www.uncoma.edu.ar/index.php/accesibilidad/
Mission of the Unit	The objective of its creation is determining the achievement of the equalization of possibilities of all people with different capacities who develop activities within the framework of the National University of Comahue.
Committees / Offices	Information not found
Eligible Categories	Students with disabilities
Services	• Promote, disseminate, support and execute extension projects, research, technology transfer, training of human resources, provision of services of the teams of the faculties linked to teaching activities, requirements related to the subject of disability and accessibility. • Channel and respond to the concerns of people with different abilities who attend our University. • Promote any activity produced by teachers, non-teachers or students of the National University of Comahue, who have the endorsement of their corresponding Faculty and whose theme is linked to the theme of disability and accessibility to the social and physical environment.
Guidelines / Resources	Information not found

1.72 *Universidad de Chile*

Name	Universidad de Chile (University of Chile**)**
URL	http://www.uchile.cl/
City	Santiago
Country	Chile
Size	40494 Students - 3675 Academic staff, 8970 Administration staff
Type	Public
Policy Statement	Inclusion of Students with Disabilities at the University of Chile: a commitment to equity
Unit Name	Equity and Inclusion Office
Unit URL	https://www.uchile.cl/Equidad-Inclusion
Mission of the Unit	The mission of the Equity and Inclusion Office of the Support Unit for Students with Disabilities (UAESD) is to promote, strengthen and safeguard the full and effective exercise of all the rights and guarantees established both, in current national regulations and internal regulations of the University of Chile, for students with disabilities in the university community.
Committees / Offices	Information not found
Eligible Categories	Students with disabilities
Services	• Attention and support to Students with Disabilities (evaluation, follow-up and monitoring) • Articulation with central and local Academic and Management Units for the implementation of the University Policy • Training and awareness-raising for teachers and officials of the university community • Articulation with inter-institutional networks (national and Latin American) • Promotion of knowledge through research support (undergraduate and graduate thesis students) and coordination of the General Training Course: Disability and Social Inclusion
Guidelines / Resources	• Protocol for Attention to Students with Disabilities • Recommendations for the use of language in disability

	- Practical manual to make texts accessible for students with functional diversity - Perception of facilitators, barriers and support needs of students with disabilities at the University of Chile - University accommodation guide - Recommendations for the use of Language in Disability - Teacher support manual - Guide for the preparation of accessible documents
Assistive Technology	Information not found
Unit Employees	1 Coordinator, 2 Administrative staff

1.73 *Universidad de Concepción*

Name	Universidad de Concepción (University of Concepcion)
URL	http://www.udec.cl/
City	Concepción
Country	Chile
Size	27998 Students - 1313 Academic staff (2020)
Type	Public
Policy Statement	National Law N. 20.422 which establishes the Equal Opportunity and Social Inclusion of People with Disabilities.
Unit Name	Includec
Unit URL	http://includec.udec.cl/
Mission of the Unit	Support the educational process and promote the institutional culture on inclusion and disability, supporting undergraduate students who have encountered environmental barriers to full university inclusion. Promote the inclusion of students in all areas of student life, seeking to grant them equal opportunities and conditions, particularly students with disabilities. Specific objective of this unit are: • Ensure equal opportunities of access to training processes during the university career for students with disabilities at the institution. • Encourage progress in accessibility processes (infrastructure and web). • Support academic and administrative units in the development of strategies and reasonable adjustments associated with disability. • Train academics and officials on issues related to disability and inclusion. • Advise the teams that require it regarding the comprehensive training of University students, on issues related to disability and inclusion. • Propose and / or execute complementary subjects on disability and inclusion for University students. • Encourage joint work with different departments of the University. • Actively participate in regional and national networks on disability and inclusion. • Encourage the participation of students with disabilities in university activities.

	• Support the development of interdisciplinary research associated with disability and inclusion
Committees / Offices	Information not found
Eligible Categories	Students with disabilities
Services	The INCLUDEC program offers individual support and counseling for students with disabilities, for which it is required that at the beginning of the academic year the interested party request an interview to evaluate the type of support necessary and thus reduce the possible existing barriers. The services provided by this unit are the following: • INCLUDEC permanently offers training aimed at students and officials of the University of Concepción. In these course-workshops, topics related to Inclusion, Disability and Diversity in the educational context will be dealt with, which must be requested from the Director of the Program to carry out their evaluation and coordination. • INCLUDE carries out diagnoses of the accessibility of physical spaces and their correct signage, offering suggestions and evaluating their implementation in the common spaces of the campus. Likewise, members of the educational community (teachers, students, professionals and administrators) are invited to collaborate in this process by sending us their suggestions regarding the places where they transit through. • INCLUDEC offers its support in advising for the application to technical aids for students (which are carried out annually in front of SENADIS), making diagnoses of institutional web spaces managing contact with specialists and supporting the development of research in technology and technical support for people with disabilities.
Guidelines / Resources	Information not found
Assistive Technology	Information not found
Unit Employees	17 members: 1 Director, 16 Staff (interdisciplinar team including: psychologists, social assistants, social workers, social educators, architect, healthcare professionals) More info

Edu4ALL D1.2.1 Analysing the current practices of the Accessibility Units for students with disabilities in EU and worldwide

Annex I: Template for Data Collection

Name	
URL	
City	
Country	
Size	
Type	
Policy Statement	
Unit Name	
Unit URL	
Mission of the Unit	
Committees / Offices	
Eligible Categories	
Services	
Guidelines / Resources	
Assistive Technology	
Unit Employees	