



# **Inclusion of students with diversity at the Universitat Rovira i Virgili**

Guide for students



**UNIVERSITAT ROVIRA I VIRGILI**  
Unitat d'Igualtat, Diversitats i Benestar

**#Somdiversitats**



## Index

<b>1. I am a student with a diversity or diversities and I need to request adaptations to be made for me. What steps do I have to follow? .....</b>	<b>2</b>
Step 1. Contact the Diversities Support Service .....	2
Step 2. Inform your degree coordinator .....	4
Step 3. Ask for a tutorial with the teaching staff of your subjects	4
Step 4. If you need to, contact the Educational Resources Service .....	5
<b>2. Resources for assisting students with diversities at the URV .....</b>	<b>6</b>
Diversities Support Service .....	6
Educational Resources Service.....	7
Inclusive CRAI .....	8
Psychological Support Service .....	8
Degree programme coordinators.....	8
In-subject tutoring.....	9
Tutorial Action Plan .....	9
Information on administrative procedures.....	9



## **1. I am a student with a diversity or diversities and I need to request adaptations to be made for me. What steps do I have to follow?**

I am a student with a diversity or diversities and I would like information on how I can request the adaptations and support that the University can offer me.

These are the steps you have to follow, explained one by one:

**1. Contact the Diversities Support Service (Servei d'Atenció a les Diversitats)**



**2. Inform your degree coordinator**



**3. Ask for a tutorial with the teaching staff of your subjects**



**4. If you need to, contact the Educational Resources Service**

### **Step 1. Contact the Diversities Support Service**

The Diversities Support Service (Servei d'Atenció a les Diversitats or SAD) is in charge of ensuring that students with diversities receive the academic and accessibility adaptations that they require.

When we talk about *diversities*, we are referring to a difference in a person's ability to access, participate or engage in learning. Examples of this can be physical, sensory or mental disabilities, mental health disorders, neurodevelopmental conditions, chronic medical conditions, or other personal or social situations that affect the person's academic or university experience.



If at any time you need support, please contact the SAD:

- Please contact us using the form on the [SAD website](#). It is better if you do this before the start of the academic year; in particular, do not wait until the exam period has started.
- When you complete the form, you must tell us which adaptations you are requesting. If you don't know which adaptations to request, you can write "I don't know which adaptations to request" and the SAD will complete this section for you.
- When you submit the form, you must attach the documentation accrediting the diagnosis or condition you have. These medical documents are confidential and are only received and read by the staff of the SAD. They are not shown or provided to teachers, students or anyone outside the service.
- After reviewing the contents of your form and documents, the SAD prepares a report with recommendations for the adaptations that you require and sends it to your teachers.
- The report does not contain information about your diagnosis, as this is personal and confidential information.
- The recommendations will refer to adaptations that can be made to teaching materials, teaching methodology or assessment activities (for example, that you have extra time to do exams or that the tests have a more appropriate format).
- The SAD will send the report to your degree coordinator so that they can send it to the teaching staff of the subjects you have registered for.



- The report will be valid until you finish your studies, but you can contact the SAD again if you have new needs or if you want to review any aspect of the report.

### **Perhaps you have wondered, do I really need say that I have a diversity?**

You have no obligation, under any circumstances, to say that you have a diversity, because it is personal and private information. We will respect your decision and try to meet your needs as far as possible so that you can study in the best possible conditions.

### **Step 2. Inform your degree coordinator**

Your degree coordinator is in charge of the degree programme at your faculty/school. Contact them if:

- You consider that the recommendations of the Diversities Support Service report are not being applied correctly or if you have needs that have not been covered.
- You need some adaptation or material support at the faculty/school.
- You have questions regarding internships, student exchanges, or how you can study the degree.

### **Step 3. Ask for a tutorial with the teaching staff of your subjects**

Every year it is very important that you contact the teaching staff of your new subjects. Specifically, you need to talk to them to:



- Make sure that they have your SAD report and are aware of your needs. The sooner they have the information, the better. Bear in mind that:
  - During your first academic year, your degree coordinator will send your SAD report directly to your teachers.
  - In subsequent academic years, you will be responsible for sending it to your lecturers. Make sure that you do this, do not wait for any difficulties to arise.
- Share your needs and any aspects that may be of concern to you during your studies.
- Agree on specific aspects of the teaching and assessment of your subjects. It is very important that the adaptations that you require do not prevent you from acquiring the knowledge that you need for each subject in your degree.
- Ask for tutorials so you can resolve any issues that may arise during your subjects. Also, take advantage of the set times that the teachers makes themselves available to students.

Remember that both the content of the SAD report and other related information that you may have provided to the teaching staff are confidential and cannot be shared without your permission.

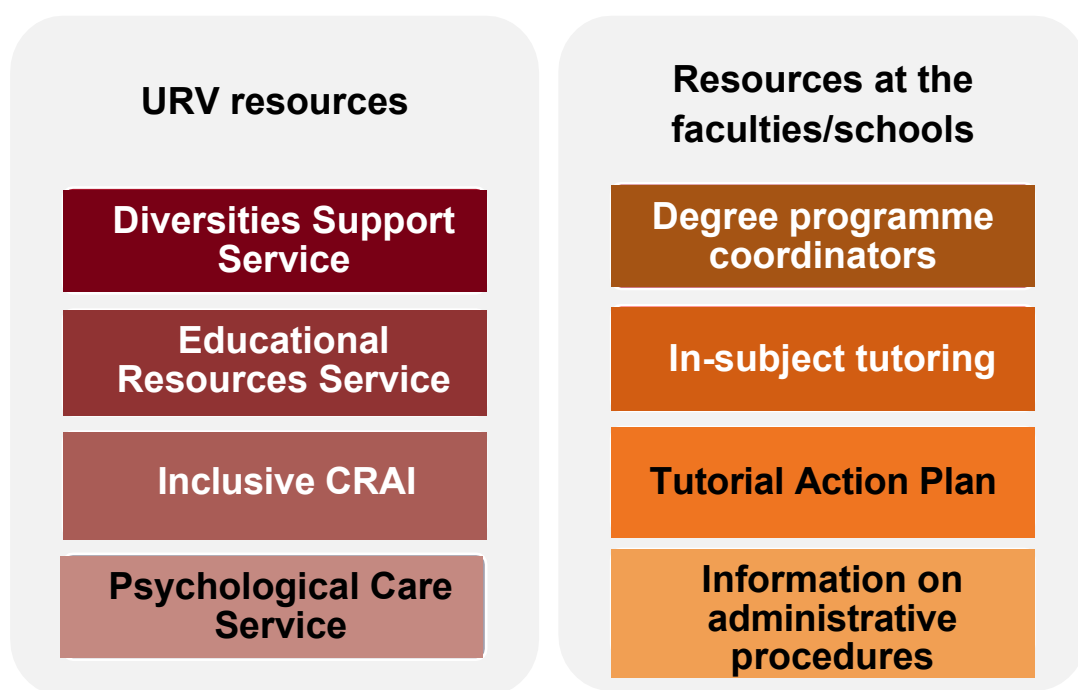
**Step 4. If you need to, contact the Educational Resources Service**

The Educational Resources Service (SREd) is responsible for promoting digital accessibility.



- You can share the information in your SAD report with the SREd.
- The SREd will use this information to help you by providing you and your teaching staff with the tools, advice and training you need to access to your subject materials.

## 2. Resources for assisting students with diversities at the URV



### Diversities Support Service

The Diversities Support Service (SAD) offers support to students with specific needs during their learning process.



The SAD responds to requests regarding:

- Adaptations to facilities and infrastructures.
- Changes to the minimum number of credits that a student must register for.
- Adaptations to subjects (such as teaching methodology, assessment or access to resources).

You can find the SAD's email address on its website along with the form that you need to complete in order to inform the SAD about your needs.

- [Diversities Support Service](#) website
- [Infographic for requesting adaptation to subjects](#)
- Contact email address: [atenciodiversitat@urv.cat](mailto:atenciodiversitat@urv.cat)

## **Educational Resources Service**

The Educational Resources Service (SREd) is responsible for promoting digital accessibility, which means that it works to ensure that everyone has access to technology and digital information. It specifically attends to and assesses students with specific support needs.

The SREd will provide you with information, training and support regarding the virtual campus and the other digital tools offered by the University.

- [SREd](#) website
- [Digital Accessibility](#) section of the SREd website
- [Protocol for student digital accessibility](#)
- Contact email address: [accessibilitat.digital@urv.cat](mailto:accessibilitat.digital@urv.cat)





## **Inclusive CRAI**

The Learning and Research Resources Centre (CRAI) provides the university community with facilities, equipment, services, 2.0 tools and documentary resources adapted to different needs. CRAI also offers personalised attention, which you can request at its information and loans desk or by email.

- Consult [the Inclusive CRAI Guide](#)
- Contact email address: [crai.inclusiu@urv.cat](mailto:crai.inclusiu@urv.cat)

## **Psychological Support Service**

The Psychological Support Service (SAP) is a free and confidential counselling service for students. Its aim is to help students adapt to the university environment, facilitate their emotional stability, improve their academic performance and advise them on whether they should undertake further treatment. If you are going through a situation that affects your psychological wellbeing and your academic performance, you can contact this service by filling in the appointment request form.

- [Psychological Support Service](#) website
- Contact email address: [atenciopsicologica@urv.cat](mailto:atenciopsicologica@urv.cat)

## **Degree programme coordinators**

The degree programme coordinators are in charge of managing the general running of the degree course and its subjects. This is the person who receives the report on curricular adaptations drawn up by the Diversities Support Service and then sends it to your teachers. If you have any doubts or questions, you can contact them by email or during their office hours.



## **In-subject tutoring**

The teaching staff at the URV have a set number of hours per week during which they are available to answer students' questions or deal with any issues relating to the subject.

In the teaching guide for each subject you will find the email addresses of all teaching staff members. Contact them to ask for a tutorial.

- Consult the [teaching guides for each subject](#).

## **Tutorial Action Plan**

The Tutorial Action Plan (TAP) is a service offered by the University to provide each student with an academic tutor. The aim of this tutorial action is to provide students with the help and guidance they need to improve so that they can integrate better into the University and succeed academically.

## **Information on administrative procedures**

On the administrative procedures website, you will find a list of procedures that may be of interest to you as a student. If you are a student with a degree of disability equal to or greater than 33%, you can opt for part-time student status, which means that you can register for only 18 ECTS credits each academic year.

If you have any questions about administrative procedures, please contact the corresponding academic management office.



- [Administrative procedures](#) website
- Find out about [part-time student status \(bachelor's degrees\)](#)
- Website of the [Secretary's Office for Academic Management of the Catalunya Campus](#)
- Website of the [Secretary's Office for Academic Management of the Sescelades Campus](#)
- Web of the [Secretary's Office for Academic Management of Bellissens Campus](#)
- Website of the [Faculty of Tourism and Geography - Vila-Seca Campus](#)
- Website of the [Secretary's Office for Academic Management of the Terres de l'Ebre Campus](#)
- Website of the [Secretary's Office - Baix Penedès Campus](#)
- Website of the [Secretary's Office of the Vilafranca del Penedès Campus](#)

**If you have any questions, don't hesitate to contact us!**

Diversities Support Service

[atenciodiversitat@urv.cat](mailto:atenciodiversitat@urv.cat)



This guide has been developed by the Diversities Support Service of the Universitat Rovira i Virgili, with the support of the Educational Resources Service, and has been reviewed by students with diversities, teachers and professionals.

It is based on the guide resulting from the teaching innovation project "+CAPACITATS: Pla d'innovació per a la millora de la millora de la inclusió dels estudiants amb diversitat funcional a la universitat" (07GI2306), formed by the teaching team of the Facultat de Ciències de l'Educació i Psicologia (FCEP): Sílvia Molina (coordinator), José Miguel Jiménez, Núria Voltas, Elena Castarlenas, Sandra Gilabert i M. Teresa Gámez, and reviewed by teachers and students of the FCEP.