



Inclusion of students with diversity at the Universitat Rovira i Virgili

Guide for teachers



UNIVERSITAT ROVIRA I VIRGILI
Oficina d'Igualtat i Compromís Social

Diversitats

#Somdiversitats



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1. I have students with diversity in the classroom who need reasonable adjustments. What steps do I have to follow?

If you are a teacher of students with diversity, provide them with information on how they can request reasonable adjustments and about the support offered by the University.

Here are the steps you should follow:

1. Advise them to contact the Diversity Support Service (Servei d'Atenció a les Diversitats)



2. Review the report prepared by the SAD



3. Arrange an initial tutorial with the student



4. Review the subject and make any necessary changes. If you need to, contact the Educational Resources Services

Step 1. Advise them to contact the Diversity Support Service

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

We talk about *diversity* when we refer to a need regarding access, participation or learning, for example physical disability,



sensory or mental disorders, neurodevelopmental conditions, chronic medical conditions, or other personal or social situations that affect the academic or university experience.

Students with disabilities may:

- 1) contact you and provide you with confidential documentation;
- 2) inform you of their situation or any need for support; or
- 3) not have contacted you directly but you detect that they have a need.

In all cases, you should advise them to contact the SAD:

- They should first contact them using the form on the [SAD website](#). It's best to do this before the start of the academic year and not wait until the assessment period.
- When they submit the form, they must attach the documentation accrediting the diagnosis or condition they have. These medical documents are confidential and are not provided to teachers.
- After reviewing the form and the documents, the SAD prepares a report for the teachers with the adjustments that it recommends.
- The report does not contain information about the student's diagnosis, as this is personal and confidential information.
- The recommendations refer to adjustments in teaching materials, methodologies or evaluation activities.
- The SAD sends the report proposal to the Educational Resources Service (SREd), which has a team of experts in digital accessibility. The SREd will add any necessary resources for teachers and students to the report.
- When the report is complete, with the corresponding adjustments and resources, the SAD sends it to the



coordinator of the degree so they can send it to the teaching staff of the subjects for which the student with diversity has registered.

- The report is valid until the student finishes their studies, but they can contact the SAD again if they have new needs or if they want to review any aspect of it.

Does the student have to report their status as a person with diversity?

The student has obligation at all to make their situation known, because it is personal and private information. We will respect their decision and try to meet their needs as far as possible so that they can study in the best conditions.

Step 2. Review the report prepared by the SAD

When the degree coordinator sends you the reasonable adjustments report prepared by the SAD, you should check the following:

- Assess how the proposed measures can be applied to your subject.
- Contact the Diversity Support Service or the degree coordinator if you have any questions.
- Contact the Educational Resources Service if you need support regarding digital accessibility or digital technologies that can help you to apply the proposed measures.



Remember that, behind each adjustment, there is a person who may be facing difficulties that are not always visible. A respectful and flexible attitude on the part of the teaching staff can make an important difference to the well-being and academic progress of the student.

Step 3. Arrange an initial tutorial with the student

Although the SAD emphasises that it is very important for the student with diversity to contact their teachers each year, we also recommend that you propose an initial tutorial with the student so that:

- They can share with you their needs and any issues that may concern them regarding the development of the subjects.
- You can both come to agreement about specific aspects of how the subjects will be taught and assessed. It is very important that the adaptations required do not prevent the student from acquiring the knowledge that they need for each subject in their degree.
- Remember that both the content of the SAD report and any other information that the student with diversity may have provided to the teaching staff are confidential and cannot be shared without their permission.

Ask the student what they need: they are the ones who best know about their own experience and the barriers they encounter when following subjects. You should use the initial tutorial to gather this information in an open, respectful manner and without questioning their experience.



Step 4. Review the subject and make any necessary changes. If you need to, contact the Educational Resources Services

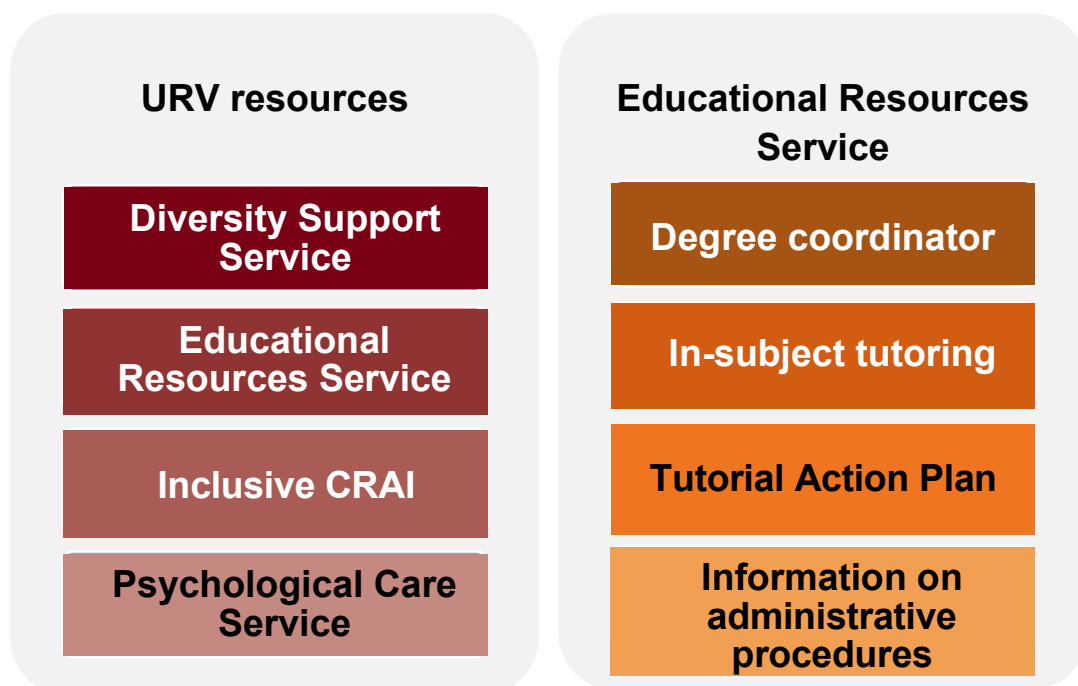
Based on the report from the Diversity Support Service, and taking into account what you have discussed with the student, review the subject to introduce the necessary measures. Please note that, under no circumstances, can the reasonable adjustments applied lead to lower learning outcomes for the student or to a decrease in the level of achievement required to attain the competences required for the degree.

- If necessary, make changes in relation to materials, methodologies and/or evaluation activities.
- Evaluate which individual adjustments will have to be made for the student and which changes you can apply for the group as a whole.
- Remember that, in many cases, responding to the needs of students with diversity allows for changes that benefit other students and make teaching more inclusive.
- Monitor the changes you have made during the subject to confirm that they are working. Try to arrange tutorials with the student to ensure that their needs are being met.

The SREd is responsible for promoting digital accessibility. It can help you by providing tools, advice and training, both to the teaching team and the student with diversity, to make the material they need accessible to the subjects.



2. Resources for assisting students with diversity at the URV



Diversity Support Service

The Diversity 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 the student must register for.
- Reasonable subject adjustments (such as methodologies, assessment, or accessible resources).



You will find the contact email address on the website of the service. You can contact them if you have any questions or concerns relating to how any adjustment or measure should be applied in the classroom.

The website also includes the application form that the student needs to complete so that their needs can be taken into account.

- [Diversity Support Service](#) website
- [Infographic describing how the student can ask for reasonable adjustments](#)
- Contact email address: atenciodiversitat@urv.cat

Educational Resources Service

The Educational Resources Service (SREd) is responsible for promoting digital accessibility. It attends to and advises students with needs in the field of digital accessibility.

The SREd also advises teachers and supports them in the creation of resources and use of accessible digital technologies. It offers:

- Training on accessibility and accessible digital technologies.
- Support in reviewing and improving student accessibility to the virtual classroom used for the subjects, and to the activities and resources that are created there.
- Awareness-raising on digital accessibility, digital technologies and educational inclusion.

It has created a digital accessibility care protocol for students and accessible visual presentations and it offers tips for videoconferencing for people who are deaf or hard of hearing.



- [Educational Resources Service](#) website
- [Digital Accessibility](#) section of the SREd website
- [Awareness-raising for teachers regarding digital accessibility, digital technologies and educational inclusion](#)
- [Protocol regarding digital accessibility for students](#)
- Contact email address: 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. The CRAI also offers personalised attention, which can be requested at its information and loans desk or by email.

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

Psychological Care Service

The Psychological Care 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 know students who are going through a situation that affects their psychological well-being and academic performance, you can recommend them to contact this service. On the website you can access the form to request an appointment.



- [Psychological Care Service](#) website
- Contact email address: 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. These are the people who receive the reasonable adjustments report prepared by the Diversity Support Service and send it to the student's teachers with disabilities. If you have any questions or concerns, they can be contacted by email.

In-subject tutoring

The URV teaching staff 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.

Students can contact the teaching staff to ask for tutorials. Students can find the email addresses of all the members of the teaching staff in the teaching guide.

- Refer to the Subject [Teaching Guides](#)

Tutorial Action Plan

The Tutorial Action Plan (Pla d'Acció Tutorial or PAT) 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 guidance and help 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 there is a collection of procedures that may be of interest to students. If the student has with a degree of disability equal to or greater than 33%, they can opt for part-time student status, which means that they can register for only 18 ECTS credits each academic year.

If the student has questions about the administrative procedures, instruct them to contact the corresponding secretariat.

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

If you have any questions or concerns, please contact the Diversity Support Service:

atenciodiversitat@urv.cat



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

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