



Information for DSA Needs Assessors

The information below has been collated to help DSA Needs Assessors with identifying the support available at the Royal Holloway, University of London.

Contact details

Please note that because of the current situation we are unable to take phone calls. Please either email us or if you would like an online meeting let us know and we can set one up via Microsoft Teams.

Disability & Dyslexia Services
Founder's Building (FE152)
Egham Hill, Egham
TW20 0EX

Call us on 01784 414621

[Email us](#)

Support

Access to buildings and facilities

Please check [Royal Holloway Accessibility on AccessAble](#). Please encourage any students with specific access requirements to contact the Disability & Dyslexia Service (DDS) to discuss their requirements.

The College has a range of accessible rooms/accommodations. It may be possible to view an accessible room on an Open Day or Applicant Visit Day with a student ambassador. Students should [email](#) DDS to arrange this. Please note, due to Covid-19 as visit may not be possible and a virtual tour may be offered as an alternative.

Teaching and Learning

Teaching is delivered through a mixture of face to face and online teaching known as "blended learning". This will provide students with a quality learning experience. Please [click here](#) for further information about the move to blended learning.

Library accessibility and support

The Library provides a range of [accessibility and support services](#).

Customer Services Team

The Customer Services Team, update students record once we have confirmation from the DDS Office. This allows students to have longer loans, request items that appear as being on the shelf and staff collect them from the shelves, process them and place on the Hold shelf ready for students to collect. We have study rooms that can be booked for individual study by emailing Library@rhul.ac.uk or contacting Disability and Dyslexia Services. We have an Assistive Technology Suite, specifically designated for DD students to use, the pcs in this area have specific software for students to use. We also have adjustable height desk, useful for wheelchair users or users that prefer to stand, these are in different areas of the library, not only the Assistive Technology Suite

Information Consultants – Subject Librarians

The Library's Information Consultants are here to help! From finding relevant information for your assignments and studies to evaluating and referencing that information, we can help you make the most of the Library's resources and support you throughout your studies at Royal Holloway. You can contact your subject Information Consultant by email, or you can book an online one-to-one appointment, whichever suits you!

Document Deliver – Clare Hunter

The Library processes requests for books in alternate formats. For example, if a student requires it in a PDF, word or other electronic format.

We usually provide this by providing the access to the accessible book collection available via RNIB book share, or by contacting publisher's directly to provide files that can be shared via Dropbox.

If you need additional information, please [contact the Library Support Team](#).

Software and assistive software/technology

Once registered, all students can download Office 365 for free which provides a range of accessibility features. For further information please click [here](#).

Please see free software available to students by [clicking here](#).

You can find further information about DDS Assistive technology by [clicking here](#).

£200 equipment contribution

Royal Holloway is committed to negating the impact on students of the reduction in Disabled Students Allowance (DSA) funding.

We will continue to provide the £200 contribution for the cost of computers for disabled students, please note that this subject to change according to funding available. Students should contact DDS for further information about how to reclaim this.

Lecture capture (Re/Play)

Our central lecture capture platform is called [Re/Play](#).

Captions

Lectures can be captioned using our Panopto system. Students who require captions should contact DDS to make this arrangement.

In 2020/21 some seminars will be on MS Teams. Students will be able to use the captions feature in MS Teams.

Lecture Recordings

Re/Play may not be available in all teaching venues and although we endeavour to record as many lectures as possible, we cannot guarantee recording. We recommend that students are equipped with an alternative, DSAs-funded note-taking solution. This could be a digital voice recorder (DVR) or note-taking software to use with a laptop.

For guidance on finding and using lecture recordings on Moodle please [click here](#).

Please signpost students who may need captioning or authoring to Disability and Dyslexia Services.

Preferred non-medical help (NMH) supplier

Royal Holloway University is an approved supplier of Specialist 1-1 study skills and Specialist Mentoring. Our DSA NMH rates can be found [here](#).

We are also able to provide Practical Support Assistant, Library Support Assistant, Reader, Scribe and Workshop / Laboratory Assistant. Please contact DDS if you require further information.

Surrey PSS are able to provide specialist note taking support for students studying at RH. They can also provide a British Sign Language Interpreter.

Click here for their rates and contact details.

Marking adjustments for SpLDs:

The work of a student with a SpLD (dyslexia or dyspraxia) who is registered with the Disability & Dyslexia Service, is identified usually by writing or typing 'Green Sticker' on the

front of their work. This is to ensure that assignments submitted by students with a SpLD are not penalised for their spelling and/or grammar.

Exam Access Arrangements (EAAs):

EAAs are considered on an individual basis subject to evidence from an appropriately qualified professional (i.e. diagnostic assessment, medical practitioner letter, educational psychologist report etc.) and in accordance with the universities standard guidelines.

Students with extra time will usually be seated in smaller EAA specific venues and not main examination venues. To find out more about the recommendations for extra time please see [EAAs Standard Guidelines](#).

Laptops:

The DDS has a small supply laptops which can be loaned to registered students who are awaiting their DSA equipment or are not able to apply for DSA.

The laptops include the software listed below:

- Software to convert image documents into editable text - Abby Fine Reader
- Mind mapping Software – MindView
- You will be able to access any web based assistive software and use Office 365

In addition, a small number of the laptops include the following additional software:

- Text to speech / proofreading - Claro Read Plus/JAWS
- Voice recognition software – Dragon
- Reader/Magnifier - Zoom Text

Students should contact DDS to enquire about borrowing a laptop.

Course information

Our courses are run by [six schools and within these schools, twenty one departments](#).

Search for [undergraduate course information](#) or [postgraduate course information](#). For more detailed information about course requirements, contact the relevant the School helpdesk.

Other support services

Student Advisory and Wellbeing

Our [Student Advisory & Wellbeing](#) team provides a wide range of assistance to students who may need some extra support to manage their own educational and personal progression. Specialist staff are pleased to talk to students and staff about all issues relating to student support and wellbeing.

Other support services

The University has a range of [support services](#), resources and [academic support](#) for all students.