

Opportunities and Support for students with Disabilities

THE DISABILITY STATEMENT OF THE UNIVERSITY OF HULL

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The information in this booklet can be made available on request in an alternative format. Please make enquiries to Disability Services at the address below.

Staff from Disability Services advise, and coordinate support for, individual disabled students. They work with academic and administrative staff of the University to develop policy and provision, and to promote awareness of disability among the University community.

Students at the Hull Campus should contact:

Dr Jenny Louise Lawrence
Disabilities Officer
Disability Services
The University of Hull
Cottingham Road
Hull, HU6 7RX

Tel: 01482 462020
Minicom: 01482 466692
Email: disability-services@hull.ac.uk

Students at the Scarborough Campus should contact:

Rosemary Laidlaw
Disability Support Adviser
The University of Hull
Scarborough Campus
Filey Road
Scarborough, YO11 3AZ

Tel: 01723 357215/357311
Textphone: 01723 357332
Email: R.Laidlaw@hull.ac.uk

Foreword

At the University of Hull we are always ready to welcome all students and currently we have approximately 1300 students with known disabilities. We are committed to a policy of equal opportunities for all and are working towards creating an environment in which disabled students and staff are able to participate fully in the academic and social life of the University. We seek to meet our obligations in a pro-active manner. On-campus facilities for students with disabilities are extensive, and include:

- a Disability Service offering advice and support to students with disabilities;
- Disability Resources Centre, which have a variety of technological aids to help disabled students with their studies;
- Specific Learning Difficulty Tutors, who provide individual and group support to students with dyslexia and other SpLD's;
- a network of Disability Tutors within the Faculties, who aim to provide advice and support more closely related to students' degree subjects;
- a team of Disability Co-Ordinators with specific responsibility for arranging adjustments for students with disabilities.

Disability matters are accorded a high level of concern at Hull; the University's Disabilities Committee is a forum in which student representatives, as well as academic, administrative and support staff, can discuss issues, monitor provision and shape policy. Our Higher Education Teaching Certificate programme includes coverage of the needs of students with disabilities. This professional qualification is offered to all staff particularly those in the early years of their careers. Thus we are building a staff core who have an understanding of the difficulties faced by students with disabilities and who are able to offer advice.

This booklet is written specifically for disabled people and aims to provide answers to questions such as:

- What kinds of support will the University provide to assist my studies?
- Will my disability limit my use of University buildings and facilities?
- Will I be entitled to alternative arrangements in examinations because of my disability?

If there are any questions that you find have not been fully answered in this booklet, then please contact the staff in Disability Services, who will be happy to discuss matters with you further. Details of how to get in touch are given on the first page of this booklet. If you are considering coming to study at the University of Hull, we would recommend you contact us to discuss your needs.

Disclaimer

While the University of Hull will make every reasonable effort to provide the services set out in this Statement, and to help you make the best use of them, budgetary and other resource constraints make it impossible to guarantee that all services will be available towards students without restriction. We are drawing this disclaimer to your attention so that it forms an expressed term of any contract you may have with the University for the provision of educational or related support services.

Applying to the University of Hull

When considering applying to university, some prospective students may worry about whether or not they should declare that they have a disability. They may have anxieties that they might be rejected if their disability is known. All applicants should be reassured that it is the policy of the University that applications for admission from disabled people will be considered primarily on academic criteria and will not be prejudiced on grounds of disability. Admissions Officers consider only the academic potential of applicants and their assessed ability to benefit from the chosen programmes of study. Additionally, for professional training programmes, questions of professional suitability will be relevant. Copies of the Equal Opportunities Code of Practice for Admissions are available from the Admissions Office (Tel: 01482 466100).

If you have a disability it is recommended that you declare this on the UCAS form or, in the case of non-UCAS applications (such as postgraduate applications), on the relevant form(s) of application. This enables the University to assess whether it can meet your support needs without unnecessary delays. If you have any worries about this, please get in touch with the University's Disability Services, who will be happy to talk things through with you (contact details can be found on page 1 of this booklet). We would strongly advise you to visit the University to look at the facilities and discuss matters with Disability Services on the relevant campus (see page 1).

Open Days are held for most of the University's degree programmes. These provide an excellent opportunity for you to examine the facilities, inspect the campus and discuss any special requirements with staff.

All applications are assessed by the appropriate Admissions Officer. UCAS applications in which a disability has been declared are copied confidentially to the Disability Services and, where appropriate, to the Occupational Health Service. It is important that you inform Disability Services of your potential support needs. The Admissions Officer is then able to seek guidance about an applicant's potential study requirements from Disability Services as necessary. The Admissions Officer may also seek advice from the Disability Tutor (school or department). All reject decisions are checked by the Admissions Officer and/or the Faculty Admissions Tutor to ensure that the University's Equal Opportunities Policy is being respected. If, after careful evaluation, an offer cannot be made solely because of our inability to provide the facilities to cope with a specific disability, the applicant will be advised accordingly and the UCAS procedures to allow a further choice will be invoked.

Disability Services

The University's aim is to provide the advice and support which will allow all disabled students to play their full part in the life of the University. Disability Services are based on both the Hull and the Scarborough campus. The staff of Disability Services work as a team to advise and support students and staff with disabilities.

The work of the Disability Services team includes:

- identifying what support is needed, such as special equipment or alternative forms of study;
- advising and suggesting strategies for overcoming barriers resulting from a disability;
- supporting applications for Disabled Students' Allowances and liaising with LEA awards officers and Student Finance England;
- arranging training in the use of specialist equipment and software;
- referring students with possible specific learning difficulties, including dyslexia, for psychological assessment;
- giving advice and support on study skills for students with dyslexia;
- making recommendations to the Examinations Officer regarding additional arrangements for students with disabilities in examinations;
- advising and providing staff development for Disability Tutors within the faculties;
- advising the Accommodation Office about special needs of students with disabilities;
- arranging for specialist support workers

Assistive Technology Centres

Central to our disability provision on the Hull campus is the disability resource facility called the Miriam Hebron Centre, named after a former member of the University's staff who bequeathed funds to the University that were used to establish the centre. The Miriam Hebron Centre is situated on the ground floor of the Brynmor Jones Library building and has excellent access for wheelchair users and others with mobility difficulties.

The availability of adaptive technology gives students with many types of disability enhanced access to learning. The Miriam Hebron Centre has a range of technology to help both students and staff with different disabilities, including Braille equipment, large computer monitors, voice input and voice access computers, print enhancement facilities, a closed-circuit TV, loop systems and optical character recognition software with voice output. There are also 'low-tech' items such as magnifiers, ergonomic desks and chairs, and task lighting.

At the Scarborough Campus, specialist equipment and software is available for the use of disabled students in the multi-media room of the Keith Donaldson library.

These Centres are open to all disabled students, during library opening hours. While many students use the Centres as quiet study places, they have also become meeting places for students with disabilities on both campuses.

What financial support is available?

The Disabled Students' Allowance (DSA) can cover the cost of special equipment that is necessary for your studies (such as computers and software), non-medical help (such as study skills tuition, sign language interpreters, readers, note takers, or personal assistants) and ancillary costs (such as photocopying). Application for this allowance should be made by the student to Student Finance England (or other funding body such as the NHS grants unit), which will supply, on request, information about how to apply. Unfortunately, at the present time, international students are not eligible for the DSA.

The staff of Disability Services will advise on how you can apply for the DSA. A full assessment of disability needs can be arranged by contacting an assessment centre. The nearest assessment centre to the university is Hull Assessment Centre. A full list of assessment centres around the UK is available. The recommendations given will not only be necessary to make an application for the DSA, but will also help both with academic work and in later life. Advice may also be offered on alternative provision in examinations.

If you think that you may be eligible for the DSA, we strongly advise that you contact the University Disability Services as soon as you accept a place on your course.

Applying for the DSA can be a time-consuming process and it is important that this is started early if you want support in place when you arrive at University.

We operate a non-medical helper/support worker assistance scheme, which is funded through DSA. Whilst we will make every effort to find appropriate support for you, however, we are unable to guarantee that the University will provide your non-medical support directly.

Supporting Disabled Students

Dyslexia and Specific Learning Difficulties

Many students who are Dyslexic and/or have Specific Learning Difficulties (SpLD) such as Dyspraxia, Attention Deficit Disorder or Asperger's have already been formally diagnosed before they come to University. However, others who suspect they may be Dyslexic or have SpLDs do not always realise the full extent of their support needs until after they enter higher education. For this reason, early assessment is recommended so that there is minimum delay in applying for Disabled Students' Allowance (DSA) if this is appropriate.

The University of Hull has a well-developed procedure for assessing students for dyslexia/SpLDs. Disability Services is the referral point and assessments are carried out by qualified and experienced assessors. Their procedures for the psychological assessment for dyslexia, follow the guidelines specified by the Report of the National Working Party on Dyslexia in Higher Education. The cost of the psychological assessment is paid from the University's Access to Learning Fund.

Advisers for dyslexia/SpLD at the Hull and Scarborough Campuses can offer advice and individual study support for students. Normally, this support will be financed through their DSA. The service also provides study support groups at both Hull and Scarborough. The groups are friendly and informal and students who attend regularly appreciate the opportunity to meet with other students to share ideas and strategies for managing their work. If you would like to make an appointment to discuss assessment and/or study support, please contact Disability Services.

Visual Impairment

Students with visual impairments will require different levels of support. We work closely with students to identify their needs prior to them starting university. In some instances we will ask students to meet with disability services before they start university. This gives the opportunity to meet the academic department to discuss support required and also to visit accommodation and get an idea of the campus layout.

We can assist in arranging academic support workers such as notetakers, readers and sighted guides. In most instances this will be funded through DSA (see page 5). We can arrange for reading material to be put in alternative formats, this includes large print, e-text, CD and Braille.

Both campuses are equipped with a CCTV, screen enlargement and reading software. We also have Braille and scanning equipment.

We work closely with the Transcription Centre in Leeds. We can also make referrals to the Mobility Trainer based at Hull or North Yorkshire Social Services.

We are guide dog friendly and have adapted student accommodation to take account of the needs of guide dog users. If you decide to come to the University, it is important that you contact the Accommodation Office early to make sure you can be allocated a suitable room. They can be contacted on Hull 01482 305341 or Scarborough 01723 357245.

If you are considering coming to the University of Hull please contact Disability Services to discuss your needs.

Hearing Impairment

We welcome applications from students with hearing impairment. We can assist in arranging note-takers, communication assistants and language tuition for students with hearing impairment. This is usually funded through DSA.

DeafAlert has been installed in several halls of residence on both the Hull and Scarborough Campuses. This provides a vibrating alert in the unlikely event of a fire alarm. If you decide to come to the University, it is important you contact the Accommodation Office early to make sure you can be allocated a suitable room. They can be contacted on Hull 01482 305341 or Scarborough on 01723 357245.

If you are considering coming to the University of Hull, please contact Disability Services to discuss your needs. You can contact us via Minicom, Textphone, email or Typetalk.

Mental Health Difficulties

The University has a Disability Co-ordinator (Mental Health) based within Disability Services, who is responsible for co-ordinating support for students with mental health difficulties. The Co-ordinator can assist with a wide range of issues and act as a point of contact between the University and external agencies such as local mental health teams and voluntary sector agencies (for example Mind).

Although some students may be reluctant to disclose a mental health difficulty we would strongly encourage you to contact the Disability Co-ordinator who will discuss your support needs with you, needs and assist you to apply for the DSA if appropriate. The Counselling Service can also offer support to students with personal problems.

The University now has a mental health web site giving information, sources of support and personal accounts written by students with mental health difficulties. You can visit the site at www.hull.ac.uk/mentalhealth

Mobility Difficulties

The Hull campus is flat and compact, providing a good level of accessibility for students with mobility difficulties. We will ensure that your classes are arranged to take place in rooms that are accessible to you.

Applicants are strongly advised to visit the relevant campus and academic department to assess whether it is suitable for their requirements. Further information on the physical environment is available.

Several rooms in our residential accommodation have been adapted for students with mobility difficulties.

Car parking is available on campus for students in possession of a Blue Badge. If you do not have a Blue Badge but require on campus parking as a result of your disability, you may apply for a University parking permit through Disability Services.

Home students with physical disabilities should be entitled to claim the Disabled Students' Allowance (DSA) to fund academic-related support. This may include specialist computer equipment, ergonomic equipment such as a supportive chair, additional travel costs such as taxi travel etc. Using the DSA, we can assist in arranging support workers e.g. note-takers, library assistants etc. The University also has additional support for information technology through the Miriam Hebron Centre on the Hull campus. The multimedia room in the Keith Donaldson library has a range of ergonomic equipment for use on the Scarborough campus.

If you require personal care support such as help with domestic tasks, dressing, showering or toileting, we advise you to start liaising with your local Social Services as soon as possible. Social Services should assess your daily living needs and identify if you are entitled to Direct Payments to fund a personal assistant/carer. Please note that the University cannot usually arrange personal care support, although we can help you to get in touch with local care agencies who can provide this.

Other Support Services

Supervisors and Disability Tutors

Other Support Services

The University has a range of support services to help you gain the most out of your experience at Hull. Please use the links below to view their contact details and other information.

Library and Computing Support

Details of the opening hours of the Brynmor Jones library on the Hull campus, how to take out loans etc can be found on the main web pages (<http://www.hull.ac.uk/lib/>). Information on additional support for disabled students (http://www.hull.ac.uk/lib/using_our_libraries/information_for/staff_students/students_with_disabilities.html) is also available. There is separate information for the Keith Donaldson library (http://www.hull.ac.uk/lib/using_our_libraries/information_for/staff_students/students_with_disabilities.html#kdl) on the Scarborough Campus.

Computer Services

Computing staff (<http://www.hull.ac.uk/comp/>) can offer advice on to access and use the software provided via the University network. Many University student residences have network points so that students can access resources and software without having to visit services.

All students meet regularly with their personal supervisors to discuss progress and address any problems arising from their studies. A programme of staff development and training on disability issues, using both internal and external trainers, provides opportunities for regular extension of the knowledge and disability awareness of personal supervisors and other members of staff.

Where disabled students are taking part time courses within the University's Centre for Lifelong Learning, the centre's disability tutor contacts them to ascertain if any additional support is required, and the appropriate support is then arranged in conjunction with Disability Services.

It is the policy of the University that the Dean of each Faculty shall nominate a member of staff within each School or Department to take responsibility for the progress of students with disabilities. These members of staff, known as Disability Tutors, are key players in a teamwork approach to meeting the needs of students with disabilities. Disability Tutors are available for consultation by disabled students within their area, and try to give advice on disability matters that is more specific to the student's degree subject than could be provided by the staff of Disability Services. In addition, Disability Tutors are available to give advice to Admissions Officers, personal supervisors, lecturers and tutors, and try to help their Faculty, School or Department to maintain a disability-friendly environment.

Students' Union Advice Centre

The Advice Centre provides free, confidential advice and information on a wide range of issues including academic, funding, housing and employment matters for Hull and Scarborough students. The Advice Centre operates an appointment service on the Scarborough campus every Thursday.

Counselling Service

The University Counselling Service comprises a team of qualified and experienced counsellors, supported by reception/admin staff. We can provide emotional support for students with disabilities in addition to any help they may receive from other agencies such as Disability Services, GP or local mental health provision. Counselling is provided on the Scarborough campus also.

Student Welfare (Scarborough)

(All students are welcome to use any of the services at any campus). At the Scarborough campus, the students support service provides specialist advice in the following areas;

- Disability Support – R.Laidlaw@hull.ac.uk
- Dyslexia Support – P.Parkinson@hull.ac.uk
 - Christine.Thompson@hull.ac.uk
- General Student Academic and Welfare Advice – S.Stone@hull.ac.uk
- Finance Advice – H.M.Jellie@hull.ac.uk
- Counselling Service – C.Holmes@hull.ac.uk
- Chaplaincy – d.de-verny@hull.ac.uk
- Non resident tutors (for hall residence) – P.Cross@hull.ac.uk or
- Health Promotion – S.Stone@hull.ac.uk

Students wishing to arrange an appointment can ring 01723 35711 or email studentsupportservices-scar@hull.ac.uk

Health Services

All students who are not permanent residents in Hull or Scarborough are required to register with a local Health Practice. There are a number of medical practices located either close to the campus or in the vicinity of the main Halls of Residence, and information about local practices is sent to all new students before arrival. If you have a health difficulty this should be brought to the attention of the Admissions Office when applying. It is helpful if health problems are declared on the application form. The Occupational Health Unit will then be informed and can give advice on how your health problems can be managed during your period of study. This may involve liaison with the Accommodation Office regarding any additional accommodation requirements and with the Examinations Office regarding additional arrangements in examinations. The Occupational Health Unit may be contacted on 01482 466010.

The University of Hull operates a strict no-smoking regulation in all its academic buildings, which is a positive benefit for asthma sufferers

Careers Service

Most students are concerned about their future employment prospects and this is particularly true for students with disabilities. The University has a very effective Careers Service and is proud to be in the top ten universities nationally for levels of graduate employment. The Careers Service at Hull is based in the Students' Union Building and may be contacted on 01482 465096.

On the Scarborough Campus the Careers service is on the ground floor of the main building near to the entrance of the Keith Donaldson library and offers a confidential drop-in service, individual appointments and a comprehensive Careers Information Resource. The Careers Service on the Scarborough campus may be contacted on 01723 357247.

The Campuses and Accommodation

Academic buildings

It is an explicit policy of the University of Hull that all practicable steps will be taken to ensure safe access and adequate working conditions for people with disabilities on its campuses. The Hull campus is flat and compact, making it particularly suitable for students with mobility difficulties.

As is the case with most, if not all, institutions of higher education, we have some older buildings, which are difficult or very costly to adapt for unrestricted wheelchair access. Nevertheless, the University has initiated a programme which will adapt most of our major buildings to facilitate better access. Steps are being replaced or augmented with access ramps of appropriate gradient; doors are being widened; WC facilities for disabled users are being created; and suitable sited car parking spaces are being allocated specifically for people with mobility disabilities. Hearing-aid loops are being installed in many teaching rooms. Level or ramped access is available to our academic and academic-support buildings.

We strongly advise applicants with mobility difficulties to visit the relevant campus (Hull or Scarborough) to assess its suitability.

Residential accommodation

Our policy of integrating students with disabilities into the University community has extended into the residential provision. Each applicant with a disability is given individual consideration and advice about accommodation that has been designed for use by students with disabilities.

Located on the perimeter of the Hull campus are two Student Houses, each incorporating a self-contained flat specifically designed for a student who uses a wheelchair. There is also a bungalow near to campus that has been converted for use by students who use wheelchairs. There are also ramped approaches to a campus-area Student House and several of the ground floor flats at Taylor Court. At Needler Hall in Cottingham (about 3 miles from the Hull campus), some rooms and bathrooms have been converted for use by students with mobility difficulties. Needler Hall and a campus-area Student House have special facilities for students who are visually impaired who may be accompanied by a guide-dog. In several of the Halls of Residence and in one of the Taylor Court Flats a 'Deaf Alerter' system has been installed.

We are happy to consider making adaptations to other residences in order to help students with particular difficulties or special needs. In the case of disabilities that do not require special adaptations to the environment, students may nevertheless prefer for various reasons to have a single room and we do our best to meet such requirements. Disabled Students who will require University accommodation are requested to contact the Accommodation Office as soon as they accept an offer (firmly or provisionally) in order that the most appropriate accommodation may be reserved for them. The contact number is Hull 01482 305342 or Scarborough 01723 357245.

On the Scarborough Campus, Cayley Halls have several rooms adapted for use by students with disabilities and which are within metres of the academic building. A Deaf Alerter system has been installed in two blocks and in the Filey Road accommodation annexe.

Leisure and sport

The Students' Union is situated at the heart of the Hull campus. The building, which has ground-floor level access, is at the core of most non-academic student activities. It provides a range of catering and refreshment facilities throughout the day, and diverse entertainment in the evening and at weekends. A Waterstone's bookstore, a well-stocked shop and a branch of HSBC bank are situated on the first floor of the Union building and are accessible using the lift. There are Natwest and HSBC cashpoints at ground level. Catering services are also available for all students to use in Staff House. All these facilities are readily accessible by students with disabilities.

The Students Union manages all of the University Sports and Fitness facilities on the main Hull campus which are home to many of the 45 or so Athletic Union Clubs. Recent facility developments have been aimed at increasing recreational opportunities for everyone .

Improvements to the fitness centre in particular have resulted in the Sports Centre becoming an accredited Inclusive Fitness Initiative Site (IFI) in recognition of its range of fitness equipment, qualified staff, internal & external access and its overall aim to ensure accessibility by all.

The centre offers individual supervision in addition to a number of other services including sauna, disabled changing & toilets, hearing loop assistance and all information is available in alternative formats on request.

Further facility and service developments are planned and information regarding these and memberships offered is available from the Sports & Fitness centre on 01482 466234

At the Scarborough campus the student dining room and bar are all on the ground floor and accessible by students with disabilities. Scarborough students are able to take out a sports membership at a preferential rate which enables them to use the Borough recreation facilities e.g. gym, swimming pool and sports hall. The Student Union at Scarborough offers a range of clubs and societies and has a games rooms and a TV room. Outside there are both grass and all-weather pitches.

Examinations

We adopt a flexible policy which allows students with disabilities to reveal fully their knowledge of the area of academic study that they have chosen to pursue. Students who require additional provision for examinations discuss the situation with their personal supervisor and *Disability Services* or Occupational Health Nurse, who liaises with the Student Administrative Services in order to ensure that the most appropriate arrangements are made.

Although most modules are assessed using formal written examinations, there is a move towards inclusive methods of assessment. This provides an obvious benefit for those students with disabilities and who find difficulty in completing long written examinations within the allotted time. However, for those modules which still use formal written examination assessments, it is our policy to offer assistance for students with disabilities. This assistance includes agreements to allow additional time, to use a word processor or other IT equipment, or to use an amanuensis. Examination papers may also be reproduced in large print or in Braille if required.

In 1998 the University adopted a policy of anonymous marking of examinations, and students' examination scripts are now identified by number rather than name. Students with a disability can choose whether to have the nature of their disability declared on their script. Students will have their disabilities assessed, and recommendations for alternative arrangements made, by the University's Disabilities Officer or the Occupational Health Nurse. For those granted additional time, this may entail taking the examination in the

Alternative Examination Room in order not to be disturbed by other candidates who will be leaving the examination room after the end of the normal time. In certain circumstances, e.g. the use of a keyboard or an amanuensis, it may mean taking the examination in a private room. In all these arrangements, the objective is the provision of equality of opportunity. For more detailed information please see the University Guidelines and Procedures for making reasonable adjustments to exams and assessments.

The culmination of any student's time at university is the day when they finally receive their degree in the presence of their friends and family. We make every effort to ensure that students with disabilities are able to participate fully and enjoy this day along with all their fellow graduates. Arrangements can also be made for guests with disabilities. The Degree Ceremonies Office can be contacted on 01482 465890.

Disabilities Committee

The function of the University's Disabilities Committee is to help the University fulfil its policy towards students and staff with disabilities. It is both a monitoring and an advisory role and is primarily concerned with improving provision for students and staff with disabilities.

The Disabilities Committee is chaired by a senior member of the academic staff and comprises representatives (some of whom are themselves disabled) from different sections of the University.

Complaints

The Disabilities Committee aims to monitor provision for students with disabilities in the University, and instigates improvements where these are believed to be appropriate and practical. However, if there are facilities that we do not have but which you think we should, or you have comments about the standards of existing provision, these should be communicated to the Disabilities Officer (contact details on page 1 of this booklet) or to the Chair of the Disabilities Committee.

If students are unhappy about the service that they receive from the University there are established complaints procedures, which are set out in the Students Handbook. If complaints relate to academic assessment, there are Appeals Procedures which should be followed. These are contained in the Undergraduate and Postgraduate Handbooks. Consultation with the student's personal supervisor is strongly advised.

Complaints relating to a Faculty, School or Department should be raised through a student's personal supervisor or head of school or department. Complaints relating to University services or administration should be raised with the head of service or section.

If any of these procedures give rise to particular difficulties, the matter should be referred in writing to the Complaints Investigation Officer Tel: 01482 465297.

Future activity

The University is working to ensure that those students from under-represented groups including disabled students have the opportunity to actively participate in and benefit fully from University life. We welcomed the introduction of the Disability Discrimination Act 2005 and have established a Disability Equality Scheme. This builds on our existing Disability Action Plan which is monitored by the Disabilities Committee. We are keen to hear the views of potential applicants to the University so please tell us whether the information you have received has been useful or if there is something else that we can do.

What other students have to say

Studying at University can be challenging for all students. Several of our students have written about their experience of studying at the University of Hull.

Charlene Sutton studying

I came to Hull in 2003 fit and well and had no disabilities. I had a brain tumour in January 2004 and it was removed. Since then I have suffered many disabilities. I came back to university in September 2004 and registered disabled. It was odd at first but I had so much support from *DisAbility Services* and my disability tutor. Many thanks to them - studying is hard anyway but under my circumstances it was even harder. In spite of my difficulties studying is bearable and it's all down to the support I had. Thanks to *DisAbility Services* and my disability tutor.

Synnové Hansen studying BA(Hons) Psychology

I returned to education after a couple of decades so am a very mature student! I chose to come 400 miles north to Hull because of its friendly campus and reassurance from the *DisAbility Services*. Having had agoraphobia for a while it was like leaving home for the first time! Environment was important to me. I'd had no support for the phobia and it was refreshing to find awareness and support at Hull. *DisAbility Services* are always to hand for my hiccups or worries that may arise and do their best to resolve problems quickly. I had little confidence when I first came to Hull but found my feet after a couple of months. Nothing is easy in life but choosing to come to Hull University has been a rich, challenging and rewarding experience.

Beth Saxton studying

I found out I had dyslexia in my final year at University as well as having Dyspraxia and Irlen's syndrome. This came as a shock and I felt like a failure. I thought I was the only one who had these conditions. I reserved an appointment to visit someone at *DisAbility Services*. I was dreading this as I was worried that they would not understand me. My disability tutor was brilliant, she answered all my questions (and there were many!). I only ever saw her twice but her advice will stay with me for life. Having a disability doesn't mean you are stupid, or special or slow or incapable of doing things you really want to do; it means you are determined, hardworking and human. Don't worry about going to *DisAbility Services* it really is better to go for help than to give up at the first hurdle.

Thomas Hoy studying

I have been told that by the Graduate School that at 82 years of age I have been Hull University's oldest student. Any misgivings I may have had about the reception I might receive on campus were soon dispelled. Everyone went out of their way to make me feel "one of the crowd".

Cancer has left me with only half a jaw. All my food has to be liquidised. That presented no problem to the chefs at Staff House. Walking extremely slowly with the aid of two sticks meant that I was frequently being stopped and asked if I needed any help.

All the staff at *DisAbility Service* have been most helpful organising the computer printing of my dissertation and arranging its submission. I appreciate the kindness and willingness to help me at all times.

Anne Whittleton – Studying Certificate in Regional and Local History

I suffer from muscle problems and arthritis in my spine and other joints which means that I

tire quickly and have difficulty in writing for any length of time. *DisAbility Services* understood my needs instantly. They advised me of what assistance was available to me, I had no ideas that such help was available. They helped me to apply for Disabled Students' Allowance. This has enable me to buy a home computer and other aids which make studying and essay writing as painless as possible.

I cannot thank those concerned enough; they are enabling me to fulfil an ambition that I thought I could only ever dream about. I hope to progress and ultimately gain a degree.