Guide to Services
INCLUSION AND ACCESSIBILITY
University of Verona

Version no. 3 of 12 February 2019
# Index

THE INCLUSION AND ACCESSIBILITY SERVICE ........................................... 3

1. **OUR VALUES** .................................................................................. 3
2. **OUR ORGANISATION** ................................................................. 3
   2.1. Staff ............................................................................................ 4
   2.2. Communication and transparency .............................................. 4
   2.3. Accessibility ................................................................................ 4
3. **WHO IT’S FOR** ............................................................................ 5

STUDENT SERVICES ............................................................................ 6

1. **PROSPECTIVE STUDENTS** ........................................................ 6
   1.1. Admissions ................................................................................. 6
   1.2. Enrolment ................................................................................. 6
      1.2.1. Recognition of prior learning ............................................. 6
   1.3. Scholarships and benefits ....................................................... 6
2. **ENROLLED STUDENTS** .............................................................. 7
   2.1. Continuous support .................................................................. 7
   2.2. Assistance ............................................................................... 7
      2.2.1. Personalised transport ......................................................... 7
   2.3. Auxiliary aids and services .................................................... 8
      2.3.1. Assistive technologies ......................................................... 8
      2.3.2. Study hall ......................................................................... 8
      2.3.3. Exam support and adjustments ........................................... 8
      2.3.4. LIS – Sign language ............................................................ 9
      2.3.5. Peer mentoring ................................................................. 9
   2.4. Help with your paperwork and administrative procedures .......... 9
      2.4.1. Student orientation (incoming, ongoing, outgoing) ............... 9
      2.4.2. International mobility ......................................................... 10
      2.4.3. Accommodation ............................................................... 10
      2.4.4. Change your study plan ..................................................... 10
      2.4.5. Recover your password ..................................................... 10
      2.4.6. Interrupting or withdrawing from your studies .................... 10
      2.4.7. Graduation scrolls and certificates ....................................... 11
      2.4.8. Graduation application ....................................................... 11
      2.4.9. Internships ...................................................................... 11
   2.5. Leisure and social activities ....................................................... 11
      2.5.1. Sports ............................................................................. 11
      2.5.2. Theatre ............................................................................. 11

QUALITY OF THE SERVICE ................................................................ 12

1. **OUR COMMITMENT** ................................................................. 12
2. **MONITORING AND IMPROVEMENT** ........................................ 13
   2.1. Complaints and suggestions .................................................... 13
1. **OUR VALUES**

In line with the Strategic Plan, the University of Verona aims at promoting inclusion and accessibility. In particular, the University strives to identify and solve those issues that students may encounter throughout their daily life, that can put at risk the continuation of their studies and the quality of their life in general.

The University’s objectives on inclusion and accessibility are based on our belief that it is effectively possible to promote these values only by paying attention to the daily relation between the individuals and their living environment. The social dimension, in its forms and contents, is therefore essential, as well as being aware of the importance of diversity in the student population: when an organisation is fully able to welcome and enhance diversity processes, diversity itself can be a truly enriching experience.

In line with these values, the University involves its internal organisational units and establishes institutional relations with external stakeholders in a network of collaboration aimed at addressing the issues experienced by students with disabilities and learning difficulties. However, the University also extends its inclusion initiatives to the whole student population, striving for the continuous improvement of students’ life quality.

Through the Inclusion and Accessibility Service (hereinafter referred to as “Service”), the University of Verona promotes the quality of student life, the inclusion and accessibility for students with disabilities and Specific Learning Disorder (SLD)/learning disabilities in order to ensure that all enrolled students have the opportunity to study and feel part of the community, pursuant to laws no. 104/1992, 17/1999 and 170/2010, and in accordance with Law no. 134/2015 and MIUR guidelines of December 2014.

2. **OUR ORGANISATION**

The Service, which is managed by the Teaching and Student Services Directorate, provides the services mentioned above in order to:

- prevent or remove the barriers that may prevent students with disabilities and SLD/learning disabilities from achieving their academic results;
- ensure that all facilities and services are fully available in a way that guarantees personal freedom and dignity; ensure that all individuals are equally treated and the respect of each student’s needs;
- promote, through a collaborative approach, each and everyone’s active participation relating to university and social related aspects.

The Service works closely with the Rector’s Delegate for Equal Access to Education, the Scientific Committee for Inclusion and Accessibility, the representatives of Schools and Departments, and the Committee for Equal Opportunities, Employee Wellbeing and Non-Discrimination at Work (CUG). The services are provided compatible with the resources allocated and upon specific written request of the person concerned, exclusively for institutional activities.

The internal staff of the Service undertakes to:

- operate in accordance with the Statute, the employees’ Code of Conduct, the University’s Code of Ethics and the relevant quality standards, providing users with assistance and treating them with courtesy, correctness, availability, impartiality, confidentiality, also...
striving for equal opportunities and taking the utmost care of the service they provide;

• provide their services in a seamless and consistent way. If, for work-related reasons, it is necessary to interrupt the service, the staff undertakes to give timely notice and to take all necessary steps to minimise the inconvenience caused to users;
• respect health and safety procedures, and do everything possible to ensure the best health and safety standards for users are met;
• comply with the rules and guidelines for the processing and protection of personal data;
• respect the organisational values of the University's management and technical-administrative staff and behave in compliance with the relevant rules of conduct;
• make all documents published on the web pages relating to the Service fully accessible.

2.1. Staff

**Director**
Giovanni Fiorini

**Unit staff**
Renata Castellani; Franca Mantovani

2.2 Communication and transparency

The Service web page contains useful information about the individual services and their use. The web page is kept updated on a monthly basis but details of the most important initiatives and events are published as soon as available. On the same page you’ll find all framework regulations, as well as the forms for requesting individual services. The main Inclusion and Accessibility Service web pages are also available for mobile users by downloading the "UNIVR" app from Apple Store or Google Play Store. The app can be used on the following devices: iPhone, iPad (iOS version 7.1 and following) and Android smartphones and tablets (version 2.3 and following).

2.3. Accessibility

**How to find us:** you can access the Service Unit through San Francesco cloister (Via San Francesco 22), or from the pathways in front of the university canteen. These are all free from architectural barriers. The offices and the study hall are located in Polo Zanotto, ground floor, rooms T.07 (front office), T.08 (study hall), T.09 (other offices).

**Contacts:** tel. +39 045802 8786 / +39 045802 8593, email: inclusione.accessibilita@ateneo.univr.it

**Opening times:** from Monday to Friday, from 10am to 1pm. Different times are available by appointment (make your booking by phone). It is also possible to receive advice by telephone or email.
3. WHO IT’S FOR

The services set out in this Guide are intended for students enrolled in degree programmes, professional master programmes, PhD programmes, individual modules, schools of specialisation, exchange programmes, as well as all students participating in the admission tests for limited access degree programmes, in the following cases:

- **disability**, supported by specific medical documentation from a medical commission, pursuant to Law no. 295/1990 and/or Law no. 104/1992;
- **Specific Learning Disorder (SLD)/learning disabilities**, provided the student has been diagnosed with such disorders by the National Health Service or by specialists or approved institutes, in accordance with Law no. 170/2010;
- **temporary disability or invalidity**, supported by a medical certificate, and resulting from accidents, surgery, hospitalisations, prolonged illness, or other clinical conditions that prevent the student from attending classes.
STUDENT SERVICES

The Service provides students with assistance from enrolment to graduation. Below is a brief description of the services provided.

1. PROSPECTIVE STUDENTS

1.1. Admissions

Registration to admission tests for limited access degree programmes: to apply for special conditions and/or support or auxiliary aids when taking an admission test you should request the service on the Esse3 portal, at the time of completing the admission test application form, in accordance with the relevant procedures and terms set out in each Call for applications. The certificate of disability or the DSA diagnosis must then be sent to the following email address: inclusione.accessibilita@ateneo.univr.it, along with a copy of an ID document and tax ID no. The submitted documents will be kept at the Inclusion and Accessibility Service, in compliance with the relevant privacy regulations. The Service shall inform the presidents of the Admissions Commissions of the special conditions to be applied and shall ensure the availability of the necessary support and auxiliary aids to people who need them, in accordance with current legislation.

1.2. Enrolment

The Service provides students with assistance from enrolment to graduation.

1.2.1. Recognition of prior learning

At the time of enrolment, students can ask for assistance and support for anything related to the recognition of CFU credits gained in previous academic experiences in accordance with the terms set out in the general Manifesto of Studies.

1.3. Scholarships and benefits for students

Students can refer to the Service for any issues related to scholarships and benefits (Equal Access to Education). If you wish to apply for such benefits you must provide our office with the following documents:

- a copy of the certificate of disability issued by INPS or ASL or other authorised body, if not already provided, including your disability rating;
- a copy of your ID document;
- your IBAN.

It is necessary to provide us with your complete documents in order to benefit from reductions according to law, and to benefit from support and auxiliary aids, pursuant to current legislation and 2014 MIUR guidelines. Students who need assistance to print the MAV form for the payment of the tuition fees, must send their request to the Service at least seven days before the deadline of the payment, as set out in the general Manifesto of Studies and the Calls for applications for the admission to degree programmes. In this context, students who meet the relevant requirements can also apply for accommodation (par. 2.4.3, p. 10).
2. ENROLLED STUDENTS

2.1. Continuous support

The Service offers a range of support activities to help students make their university experience as effective as possible, by providing them with assistance before lectures, as well as assisting them in preparing their curriculum vitae and choosing the topic of their dissertation. You can also get in touch with the Service to know more about the university activities (date, time and place of lectures and exams, and required textbooks) and professors (their curriculum vitae and office hours).

2.2. Assistance

Students unable to move around the University without assistance have the possibility to ask for support provided by individual tutors. Please get in touch with the Inclusion and Accessibility Service.

2.2.1. Personalised transport

Thanks to agreements between the University and a number of transport providers, the University is able to provide all students with physical disabilities with a dedicated adapted transport service.

The service is made available in the following circumstances:

- from home to the University and back, provided the student lives in the Comune (Municipality) of Verona;
- along public transport routes;
- from/to university canteens;
- from/to student residences.

In the following cases your request will be considered as priority:

- exams;
- lectures-practicals-seminars;
- job interviews;
- paperwork at the University.

The service providers shall consider extra-urban routes, based on their own criteria. The service must be requested by email at least 8 days before the date on which you intend to use it, and must be renewed week after week. Please contact the Service if you need to cancel your trip.
2.3. Auxiliary aids and services

2.3.1. Assistive technologies

Students can request the assistive technologies they need when they intend to take an admission test, an exam, or for study reasons (pursuant to laws 104/1992, 17/1999, 170/2010 and 134/2015) by email at: inclusione.accessibilita@ateneo.univr.it.

The activity shall take place in the study hall or class where the most suitable assistive technologies are in place.

A range of technical and computer-based equipments for blind people, or people with low vision, are available.

Specifically:
- infovox 4 – Fine Reader Professional V14;
- Optic Slim 1180 A3 scanner;
- Braille Edge Display Brailler 40 Car;
- Visiodesk;
- Logitech mouse;
- Maestro 3.0 TifloSystem Canoscan Lide 220.

For students with severe physical disabilities:
- powered hoist and sling;
- moving platform in aluminium;
- adjustable armchair;
- table;
- first-aid kit.

2.3.2. Study hall

At Polo Zanotto (Humanities campus) a study hall is made available for those who benefit from the Service. Such fully accessible room is complete with the above-mentioned equipments and managed by National Health Service volunteers duly trained for this kind of activities.

In the study hall students can study and use the specific services made available to them for their needs.

Moreover, the study hall is a documentation centre on disability, where it is possible to consult documents and materials in the field of disability studies.

2.3.3. Exam support and adjustments

When taking a written examination, students can request the necessary assistive technologies, depending on their needs, as well as extra time for completing their exams (in accordance with laws no. 104/1992, 17/1999, 170/2010 and 134/2015).

In this circumstance, students have the right to request assistance in reaching the class in which the examination will take place, while the extra time will be as follows: 50% extra time for people with disabilities; 30% extra time for people with Specific Learning Disorder (SLD)/learning disabilities, pursuant to Law no. 170/2010 and 2014 MIUR Guidelines.
2.3.4. LIS – Sign language

The service is intended for students with hearing impairment, in order to enable them to take part in the educational activities effectively. The service can be requested in order to:
- attend lectures;
- attend office hours and meetings with professors;
- request information to the relevant Teaching and Student Service unit;
- take exams.

The LIS service should be requested at the beginning of the academic year, at least 15 days before any exam or office hours with professors.

2.3.5. Peer mentoring

The student mentoring service is aimed at enabling students with disabilities and/or certified disorders to take part in lectures and study activities. The service, which is carried out by "150 hours" students (i.e. students undertaking a 150-hour traineeship programme at the University), senior students or volunteers of the National Civil Service, provides student-to-student support, and must be requested at least 15 days before the date on which you intend to benefit from the service. Through a study plan that is tailored to the student’s needs, adopting special and compensatory measures, this service aims at removing or reducing the obstacles that students with disabilities and/or certified disorders may encounter during their study experience.

The University also offers further support through adapted courses and assistance in drawing up concept maps, based on each individual’s needs and skills. The peer mentoring services will be provided on the basis of the specific needs of the students with disabilities who have applied for them.

The peer mentor will propose a Work Plan which will include the lectures to be attended, the subjects to be studied and the student’s weekly agenda. When defining the plan, the academic career of the applicant will be taken into account. The Inclusion and Accessibility Service will then verify the learning outcomes achieved by students who have been assigned a peer mentor.

2.4. Help with your paperwork and administrative procedures

The Inclusion and Accessibility Service also provides students with help for doing the necessary paperwork while they’re studying at the University. Students in need shall request assistance to the staff of the unit, who will act as a link between them and the relevant university offices, depending on each student’s situation. The main areas covered by the service are as follows.

2.4.1. Student orientation (incoming, ongoing, outgoing)

Students interested in applying for programmes at the University of Verona may get in touch with the Inclusion and Accessibility Service, which will provide them with a range of useful information such as the availability of auxiliary aids and services and assistive technologies (par. 2.3, pag. 8), as well as assisting students in choosing the programme that suits them best or changing the programme they are currently enrolled in, in collaboration with the Student Orientation unit.

By the end of the programme, students are offered orientation initiatives to help them find employment opportunities, in collaboration with the Job Placement unit.
2.4.2. International mobility

Students can also request assistance to the Service if they wish to take part in international mobility programmes, or to have their foreign qualifications assessed in order to apply for such programmes (in case of Eu and Non-Eu students with foreign qualifications). This service is provided in collaboration with the International Office.

2.4.3. Accommodation

The regional agency for university study opportunities (ESU) provides accommodation, some of which is free from architectonic barriers. The Inclusion and Accessibility service provides the relevant information and supports students in requesting such benefits, working in close relationship with ESU for the implementation of services for students with disabilities.

2.4.4. Change your study plan

To change their study plan (degree programme), students can request assistance to the Inclusion and Accessibility service, provided the time requirements set out in the general Manifesto of studies are met. For further information please read the Students’ regulation, in particular Art. 31.

2.4.5. Recover your password

Students who lost the password they were provided with at the time of enrolment to have access to the University’s online services, may contact the Inclusion and Accessibility service for the recovery of their password.

2.4.6. Interrupting or withdrawing from your studies

If you intend to interrupt or withdraw from your studies – whether temporarily or not –, the Inclusion and Accessibility service will provide you with all the information on the necessary steps to take. For further information please read the Student regulations, in particular Art. 31.

2.4.7. Graduation scrolls and certificates

At the end of the university programme students can ask the Service to collect their graduation scroll or certificate on their behalf, signing a specific authorisation form.

2.4.8. Your graduation application

The Inclusion and Accessibility service provides assistance to students who need help submitting their online graduation application. Students should request the service at least 10 days before the date on which they intend to submit their application.
2.4.9. Internships

In collaboration with the Internships and Work Placement office of the University, the Inclusion and Accessibility Service supports students in finding suitable organisations in which to do an internship, as set out in their study plan.

2.5. Leisure and social activities

2.5.1. Sports

In collaboration with the Department of Neurosciences, Biomedicine and Movement Sciences, the University has made available a wide range of sport activities aimed at promoting physical activity among students, thus improving social inclusion and relationships.

2.5.2. Theatre

The University of Verona promotes theatre activities in order to foster human and artistic growth within an environment characterised by positive relationships, tolerance, respect, empathy and exchange.
1. OUR COMMITMENT

Quality standards have been identified based on the continuous improvement of the services provided. For this purpose some criteria have been determined in relation to the following areas: accessibility, effectiveness, promptness and transparency.

Information on the accessibility and transparency of the Service can be found in the first part of this guide (from pag. 4).

With regard to accessibility, it is important to note that the seamless provision of the service is achieved through the following:

- our front-office, open to students 15/20 hours per week;
- the study hall, always open and supervised by a member of staff or mentor from Monday to Friday, except for temporary leaves for work, that are always notified in advance through specific notices. The study hall is closed only on festive and pre-festive days, as well as when lessons are suspended, or out of the indicated hours. The study hall is open to students for at least 40 hours per week.

In order to assess the criteria of promptness, the waiting times for receiving an auxiliary aid or service has been taken as benchmark value, as follows:

- assistive technologies and aids in the study hall are immediately available to those who have requested such service at the time of their enrolment. However, you might have to wait longer if the aid is to be shared between several people, or if the service in question requires an expert/specific staff member who works shifts (this must be agreed with you in advance). In these cases, if it is necessary to book an appointment, the maximum waiting time should not exceed 5 working days;
- when applying for specific aids or services for the first time, you should expect longer waiting times, but these should not normally exceed 20 days from the time of request (LIS interpreting, peer mentoring). Once activated, these aids and services are considered confirmed on the basis of the specific needs and conditions agreed with the student;
- the transport service will be available to you within 8 days of receiving your request;
- if you wish to book an appointment for an individual interview outside office hours, this will normally take place no later than one week after your request has been received.

Starting from the 2019/2020 academic year, the actual effectiveness of services is measured through the collection of data on students’ academic performance, with particular reference to the percentage of users of the Service who have gained their degree within a reasonable time in relation to the number of students enrolled.

The perceived effectiveness of the services provided is monitored through customer satisfaction surveys as part of the Good Practices Project, the results of which are published annually on the University portal.
2. MONITORING AND IMPROVEMENT OF QUALITY

Services are monitored by assessing their compliance with quality standards and user satisfaction. Based on the analysis of the results of the quality assessment, which is carried out annually, quality standards are confirmed or updated accordingly.

2.1 Complaints and suggestions

If you have any suggestions for the improvement of the University services or complaints, please write to: inclusione.accessibilita@ateneo.univr.it, including your name and surname, email address and phone number. The Service will keep you informed of the progress of your request and will provide you with a response within 30 days of receiving your request, providing you with a possible solution to the issue or further details and information on the matter. The information collected through the Complaints and suggestions procedures will be used to assess and further improve the service.