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## MODIFICATIONS

EDITION	DATE	REASON FOR MODIFICATION	PAGES
01		INITIAL VERSION	
07	04/07/2019	Unification of SGIC I and II	All
08	28/04/2021	Update of content, and Director of Quality and Academic Compliance	All
Approved by:		Approved by:	Approved by:
Olga Castelao. Director of the Academic Quality and Compliance Department		Eva Icarán. Vice-Rector for Teaching Staff and Research	Elena Gazapo. Rector
Date: 28/04/2021		Date: 28/04/2021	Date: 28/04/2021

## PURPOSE

To fulfil the objectives of the Diversity Support Unit.

To promote full accessibility on the different Universidad Europea de Madrid campuses.

To provide students with educational support needs with the technical and personal assistance that will help them in every possible way to make the most of their time at Universidad Europea de Madrid.

To make appropriate adjustments to the curriculum based on the needs of each particular case; this does not imply any change in the development of the competencies required for the attainment of the academic qualification.

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To raise awareness within the educational community by organising conferences and seminars on specific educational needs.

To train students and teaching staff on how to ensure the inclusion of students with specific educational support needs studying at the University.

To collaborate with support institutions.

## **SCOPE**

This procedure applies to the whole of Universidad Europea de Madrid. It is designed to support students enrolled at the University, and to provide advice to the different departments that interact with students.

## **RELATED DOCUMENTATION**

- PGC 5.5 Complementary Activities for the Promotion of Culture and of Social Responsibility
- PGC 9.1 Attention to Diversity.
- PGC 9.2 Student Services.
- PGC 10.1 Resources and Services Management. Mentoring Scheme

## **PROCESS DEVELOPMENT**

### **1. Identification of needs**

The following section describes the possible ways of identifying a student with specific educational support needs (ACNEAE), to enable the Diversity Support Unit (UAD) to provide the services they need.

Admission and enrolment: the student will receive specific information from their advisor on the resources and help that the Diversity Support Unit (UAD) is able to provide, and the advisor will also be able to answer any questions about this service. If necessary, a member of the UAD can attend the admission interviews to analyse the student's needs, and assess whether or not the University can provide an equitable and quality educational response to those needs.

Professor: when a professor identifies a student with specific educational support needs (ACNEAE), they should provide the student with information about the Diversity Support Unit, and the help that it may be able to offer. The procedures that ensure the protection of confidential information must also be applied.

- Student: should voluntarily and proactively contact the Diversity Support Unit (UAD), as this is an on-demand service. To do so, the student needs to be aware of the stipulated deadlines. These include:

ACNEAE with diagnosed needs:

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- First term: the deadline is 10 September (proposed approximate date, taking into account the deadlines for enrolment modifications)
  - Second term: the deadline is 20 January (proposed approximate date, taking into account the deadlines for enrolment modifications).
- Students with undiagnosed needs: the above proposed dates must be taken into account in order to make the necessary adjustments, as if not the student will need to wait until the following academic term for any adjustments to take effect, but they will still be able to count on the support of the UAD.
- Academic Advisor: when an Academic Advisor identifies a student with specific educational support needs (ACNEAE), they should provide the student with information about the Diversity Support Unit, and the help that it may be able to offer. The procedures that ensure the protection of confidential information must also be applied.

The strategic plan is established annually, and the budget is reviewed every 2 years.

## 2. How to access support

The following is the process that a student with specific educational support needs (ACNEAE) should follow in order to access support from the Diversity Support Unit (UAD). Broadly speaking, the Unit is able help in two ways. The identification of specific needs, and the adjustments and materials that can be made available to assist the student.

### a.) Identification of needs.

Students or their families may contact the Diversity Support Unit (UAD) by emailing [unidad.diversidad@universidadeuropea.es](mailto:unidad.diversidad@universidadeuropea.es) or by calling +34 91 211 53 53.

In order to ensure confidentiality in terms of the student's possible needs, it is the student themselves (if of legal age) and/or their family who must be responsible for contacting the Diversity Support Unit (UAD).

In order to receive ongoing support and monitoring, the student must present an official document stating the type of specific educational support needed. This document must be signed by a member of a professional association (in the corresponding field), be valid for a maximum of one year, and either be in the original Spanish or translated into Spanish by a sworn translator. Furthermore, the student will be required to sign a document agreeing that the Diversity Support Unit may provide them with assistance, and also an authorisation allowing the University to inform those who need to know of the student's circumstances. Both these documents, together with all measures adopted to safeguard the student's confidential information, are covered by the Organic Law on Data Protection (LOPD).

Analysis of needs: the student meets with Diversity Support Unit (UAD). During the meeting, the student's needs are identified, and a plan of action is drawn up. The Diversity Support Unit (UAD)

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will contact the student's professors for the term or trimester, and formalise a personalised action plan. A copy of this is sent to the professors in question and the Academic Advisor by email.

At the end of the term, an assessment of the adaptations put in place will be carried out, and the plan for the following academic year.

The Diversity Support Unit (UAD) will inform both the Academic Advisor and the department directors of the students with special needs (ACNEAE) supported by the (UAD) on each degree programme.

Students are linked to or disconnected from the Diversity Support Unit (UAD) with their express consent; this is recorded in writing on a private register in the safekeeping of the Diversity Support Unit (UAD).

b) Adjustments.

Adaptations that may be discussed during the meeting with the student:

Adaptations in terms of access, which affect methodology (how the professor teaches) and assessment (assessment tools used).

Adaptations in terms of materials and resources:

- If investment in materials should be necessary, this will be managed through the *Banco de Productos de Apoyo* of the Fundación Once, which provides support material for the student for the length of time required.
- The Diversity Support Unit (UAD) has certain materials that ensure universal accessibility (carbonless copy paper).

In the event that a financial investment should be required to adapt materials or resources in response to a student's needs (this could be a new student, or a student who is already enrolled) the Diversity Support Committee will be convened.

- Head of the Diversity Support Unit (UAD).
- Head of the Medical Service.
- University Ombudsman.
- Campus Manager.
- Vice-Dean/Director of the Degree Programme/Director of the Postgraduate Programme+Degree Coordination, Head of Career Guidance, Head of Internships, & Alumni (if applicable).
- ICT (if applicable).

### **3. Monitoring.**

The level of compliance with the personalised action plan agreed between the student and the support teams is reviewed every six months. The results are communicated to the teaching staff, so that where appropriate, specific improvement actions can be implemented.

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#### **4. Assessment and improvement plan.**

An annual needs analysis is carried out, and an improvement plan drawn up through the Diversity Support Unit (UAD), including not only initiatives that the University must work on, but also adjustments that need to be made related with the processes that enable this type of support to be provided to students. A satisfaction survey is administered to both students and professors, so that they can evaluate their experience with the UAD. At the end of the academic year, a report is drawn up based on the data collected, analysing the areas for improvement. The implementation of the plan may necessarily involve different departments.

#### **5. Communication.**

In the following section, the different ways that the actions undertaken by the Diversity Support Unit (UAD) are communicated will be described in detail. For this purpose, four key target groups will be taken into account.

Students. The Diversity Support Unit (UAD) and everything connected with it will be communicated to them through:

- Welcome Week.
  - Awareness raising days.
  - Informative leaflets.
  - RRSS using hashtag #DiversidadUE.
- Professors. The Diversity Support Unit (UAD) and everything connected with it will be communicated through:
- Awareness raising days.
    - Informative leaflets.
    - Social Responsibility (RSS) using hashtag#DiversidadUE.
    - Faculty meetings
    - Faculty Boards.
    - A specific training programme on attention to diversity. Diversity Support Committee.
    - Approval of actions, and proposal for development over a 2-year period.
    - Awareness raising days.

#### **6. Awareness raising and training for the university community.**

With the aim of involving the community in awareness-raising and training on diversity in terms of abilities, with the collaboration of HR the Diversity Support Unit (UAD) is preparing an “Attention to Diversity Training Plan for Teaching Staff”, with the aim of raising awareness and providing information to the University's different stakeholder groups. This plan is being prepared in the following way:

Training needs are identified by the Diversity Support Unit (UAD), through quarterly meetings

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with teaching staff who will pinpoint weaknesses.

The Diversity Support Unit (UAD), the Head of Training for Teaching Staff (Office of the Vice-Rector for Innovation) and the HR Department will liaise in order to design the programme

The training will be delivered by staff from the Diversity Support Unit (UAD) together with teaching ambassadors from the (UAD) and external staff. A satisfaction survey will be administered to professors on the training they have received.

### **SPECIFICS BY CENTRE**

#### **School of Architecture, Engineering and Design.**

N/A

#### **Faculty of Sports Sciences**

N/A

#### **Faculty of Social Sciences and Communication**

N/A

#### **Faculty of Biomedical and Health Sciences**

N/A

### **RECORDS**

<b>RECORDS</b>		
<b>RECORD NAME</b>	<b>CONTROLLER</b>	<b>MEDIUM AND LOCATION</b>
Documentation for linking ACNEAE students to the	Diversity Support Unit, and ending their relationship with the Unit.	UAD Files

### **INDICATORS**

IND01-PGC9.1 Number of students supported.

IND02-PGC9.1 Number of adjustments to the curriculum made.

IND03-PGC9.1 Number of awareness raising days held.

IND04-PGC9.1 Number of professors attending training.

### **RESPONSIBILITIES**

In this section, those responsible for the development of the process are identified, together with the specific responsibilities that each of them holds with regard to this procedure.

#### **Diversity Support Unit (UAD)**

Comply with the procedure.

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Provide assistance to students with specific educational support needs (ACNEAE).

Organise awareness raising days.

Design and implement the Attention to Diversity training plan.

Implement the improvement plan for educational inclusion.

Ensure the protection of confidential information.

### **Professors**

Make the adjustments as agreed with, and communicated by, the Diversity Support Unit.

Academic Advisor: Provide students with specific educational support needs (ACNEAE) with information on the service offered by the Diversity Support Unit (UAD).

Support for administrative processes.

Ensure the protection of confidential information.

### **HR training**

Register training on the employee portal.

Allocate classrooms.

Produce attendance reports.

Pay speakers.

### **Medical service**

Student monitoring.

### **Legal**

Review Diversity Support Unit (UAD) documentation.

### **ANNEXES**

N/A