



ALMA MATER STUDIORUM
UNIVERSITÀ DI BOLOGNA
AREA SERVIZI STUDENTI

SERVICE CHARTER OF THE SERVICE FOR STUDENTS WITH DISABILITIES AND SLD



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THE SERVICE CHARTER

In the Service Charter, Alma Mater Studiorum – Università di Bologna expresses its commitment to integrating students with disabilities and SLD into university life and granting them full access to the educational opportunities available, thanks to a dedicated Service for Students with Disabilities and SLD.

The Service supports anyone experiencing a disadvantage that makes them unable to fully enjoy the range of educational, relational and personal growth opportunities the University has to offer, due to a disability, a learning disorder, a congenital or acquired pathology, or a temporary injury.

The Service aims to ensure equal opportunities in learning, by identifying and designing targeted actions to allow everyone to study and take exams in the most effective way possible, from enrolment and throughout university studies.

The Service Charter provides accurate information on specific services and embodies the agreement between the competent office and the service users.

General principles

- Equality
- Impartiality
- Continuity
- Participation
- Efficiency and effectiveness

Applicable regulations

- Law no. 104 dated 05 February 1992, “Framework law for assistance, social integration and the rights of persons with disabilities”
- Law no. 17 dated 28 January 1999, “Additions and amendments to framework law no. 104 dated 05 February 1992 for assistance, social integration and the rights of persons with disabilities”
- Law no. 4 dated 09 January 2004, “Measures to facilitate access of persons with disabilities to IT tools”
- Law no. 18 dated 03 March 2009, “Ratification and implementation of the United Nations Convention on the Rights of Persons with Disabilities, with Optional Protocol, signed in New



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York on 13 December 2006, and establishment of the National Observatory on the Condition of Persons with Disabilities”

- Law no. 170 dated 08 October 2010, “New provisions on specific learning disorders in education” and related Guidelines 2011
- Legislative Decree no. 68 dated 09 March 2012, “Revision of the general principles governing the right to education and valorisation of legally recognised university colleges”
- Ministerial Directive dated 27 December 2012, “Intervention tools for pupils with special educational needs and territorial organisation for inclusion in education” and subsequent
- Ministerial Memorandum no. 8 dated 06 March 2013, “Intervention tools for pupils with special educational needs (SEN)”
- Resolution of the Board of Governors no. 20220000559 dated 26/07/2022 on adaptations for students with disabilities and SLD.



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ORGANISATIONAL STRUCTURE

A General Administration office is responsible for providing services to the student community with disabilities and SLD.



Bodies and staff

Rector Delegate for Equity, Inclusion and Diversity

Professor Cristina Demaria

The Rector Delegate coordinates, monitors and supports all initiatives concerning inclusion within the University. In cooperation with the Service staff, she prepares the annual plan of scheduled activities.

Head of the Office

Milena Romagnoli

In close cooperation with the Rector Delegate, the Head of the Office ensures the provision of services to students with disabilities and specific learning disorders.

Staff

The staff of the Service for Students with Disabilities and SLD have different skills and tasks, and are trained in the area of education or psychology. They provide support to students with disabilities and SLD, offering all the services and identifying the most appropriate measures in each case.



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The office works in close cooperation with all the University structures and avails itself of external collaborators and advisors on specific projects. Each Department has a contact person for students with disabilities and SLD, who is tasked with ensuring the implementation of the University policies on inclusion in each structure.

CONTACT DETAILS

The Service for Students with Disabilities and SLD is based in Bologna, Via Marsala 49.

The Service can be contacted:

Via **email** to the following addresses: disabilita@unibo.it for students with disabilities, psychological distress and pathologies; dsa@unibo.it for students with SLD and other learning disorders.

Via the **Virtual Help Desk**: <https://sportelli.unibo.it/services/23> by appointment only: Tuesday, from 9:30 to 12:00 and from 14:00 to 15:30 – Wednesday, Thursday and Friday, from 9:30 to 12:00.

Via **telephone**: by calling the number +39 051 2080740, only on Monday, from 9:30 to 12:00.

USEFUL LINKS

<https://site.unibo.it/studenti-con-disabilita-e-dsa/en>



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SERVICE USERS

The Service caters for those who have a recognised (permanent or temporary) disability or recognised SLD, ADHD or Special Educational Needs related to learning disorders.

To access the Service, users must be enrolled in a degree programme at Alma Mater Studiorum – Università di Bologna.

The Service offers guidance to prospective students, both by attending University events and by organising its own ones, in order to provide information on available opportunities to compensate for difficulties arising from a disability or SLD.

The Service also supports prospective students with regard to the necessary adaptations for taking entrance exams.

The Service does not cater for those who have received a differentiated curriculum in secondary school and, as such, have not obtained a legally recognised qualification.

RIGHTS AND DUTIES

The Service users have the following rights and duties.

Rights

- Have equal opportunities to access degree programmes, study and participate in the learning activities offered by the University;
- Receive all information regarding the services in the clearest and most accessible way possible;
- Be guaranteed the utmost confidentiality in the processing of data relating to their condition;
- Choose which aspects of their condition they wish to disclose in relation to the services they wish to access.

Duties

- Provide the necessary documentation;
- Have a one-on-one interview to define their specific needs and related adaptations;
- Request service activation well in advance of the start of teaching activities;
- Comply with the methods and timing of each service, and inform the office by email in good time if they wish to cancel or are unable to use a service, as well as of any changes in the methods and timing agreed;



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- Comply with the support intervention plan defined by the staff following acceptance into the Service (see below);
- Be polite.



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DEDICATED SERVICES FOR THE STUDENT COMMUNITY WITH DISABILITIES AND SLD

The services are provided following an assessment of each student's special needs carried out by the staff, subject to availability of resources and based on the information contained in the documentation submitted (see below).

Documentation required to access the services

Those who wish to use the services detailed below must submit the documentation certifying their condition to the office, i.e.:

- Diagnosis of Specific Learning Disorders (SLD) pursuant to Law 170/2010, prepared by the Italian National Health Service, an accredited private centre or a private specialist, accompanied by a declaration of conformity issued by the Italian National Health Service; documentation must be less than three years old or issued after the 18th birthday of the student.
- Documentation, issued by a specialist of the Italian National Health Service, recognising a specific developmental disorder that affects learning.
- Certificate pursuant to Law 104/92.
- Legal disability certificate issued by INPS.
- Medical documentation, drawn up by a specialist, attesting to the presence of (physical and/or psychological) health conditions that could result in the inability to study and/or take exams, including temporarily, such to require adaptations/exemptions.

Service users are under an obligation to certify any changes in their condition in good time.

Residents of foreign countries must submit a legalised certificate confirming their disability or SLD issued in their country of residence, accompanied by an official translation into Italian or English.

Incoming students within international exchange programmes may submit a Support Agreement/Support Summary, together with a declaration from their home university confirming the diagnosis stated in the certificate filed with or examined by their competent offices.

The documentation must be sent by email to the addresses indicated in the CONTACT DETAILS section.

The documentation filed with the Service is stored and handled in accordance with privacy protection regulations.



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Acceptance into the Service

After submitting the above-mentioned documentation, every student is required to have an interview with the Service staff in order to understand their specific needs and identify the most appropriate support measures from among those available.

The interview is scheduled on a date proposed by the Service, year-round, and is normally conducted in Microsoft Teams.

The use of different remote interview platforms can be requested and, in special cases, an in-person appointment at the office location indicated in the CONTACT DETAILS section can be arranged.

The one-on-one interview is confidential and no other persons may attend, unless the student's specific condition makes it necessary to involve health professionals and/or family members.

Based on the documentation submitted and needs expressed by the student, duly assessed by the staff who conducted the interview in accordance with current regulations and the University policy (as detailed in the APPLICABLE REGULATIONS section), the student then receives a summary of the available support interventions by email.

This summary clarifies the types of services that the student will be able to use during their career, without prejudice to any subsequent changes in their condition that could require new measures. It is an agreement which must be complied with by both the University and the student.

The first interview may be followed by other meetings with the Service, depending on the student's specific needs and on how their career progresses. These meetings too will be arranged by appointment, as detailed above.

Measures for lecture attendance

Depending on the student's specific needs, the Service can activate a variety of measures, including:

- Receiving the lecture slides in advance;
- Using personal note-taking aids;
- Special communication methods used by teachers with students with sensory disabilities;
- Reserved seating in the first row;
- Adequately sized table;
- E-learning (DAD) or forms of Digital Learning reserved for students in critical health conditions who are unable to attend lectures in person and for whom no adaptations are available.

Further measures may be identified in special cases and/or for specific needs concerning the teaching



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organisation of a certain course unit.

Depending on the measure, the Service takes action by contacting the teaching facilities (e.g. when special furniture is required).

How to make a request

All requests must be submitted well in advance of the start of teaching activities, i.e. **at least 15 days in advance**, by sending an email directly to the teacher of the course unit in question – institutional email address name.surname@studio.unibo.it – and in copy to the Service (see CONTACT DETAILS).

Late requests will not be processed.

Within 5 working days of sending a request, the Service makes sure that the request is consistent with the certificate submitted and informs both parties. The request will be deemed to be approved after 5 working days.

Measures for individual study

The following adaptations are available to support students with special needs.

a. Teaching materials in accessible digital format

The Service offers support in finding teaching materials in accessible digital format for students entitled to use them pursuant to the regulations in force. The Service will get in touch with the publishers, after ascertaining that the person making the request is in possession of a hard copy of the text and subject to signing a commitment to handle the file properly, i.e. not to disseminate/copy it, etc.

The Service also offers support in converting lecture materials into accessible format when they are not compatible with the reading aids used by visually impaired students or students with SLD.

How to make a request

All requests must be sent to the dedicated email address: ases.testidigitali@unibo.it from an institutional email address name.surname@studio.unibo.it

Requests will be handled in chronological order.

For requests regarding textbooks, the Service checks that the documentation submitted is complete (declaration of purchase of a hard copy, commitment to handle the file properly, etc.) and asks the publisher to send the file within 30 days.

Requests for conversion of teaching materials will be processed depending on the resources available. The service is subject to the availability of peer tutors. The person making the request will be notified in good time whether the request can be accepted.

b. Peer tutoring for individual study



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Peer tutoring is a service provided by students on second cycle degree programmes or in the last two years of single cycle degree programmes at the University of Bologna, who are selected through a call for applications and specifically trained for this purpose by the Service.

Peer tutoring does not focus on individual subjects; rather, it helps students developing effective study strategies and using the most appropriate tools for exam preparation.

The tutors also provide support in understanding the formal procedures required for the organisation of teaching activities (e.g. how to register for exams), especially at the beginning of one's university career.

An annual number of peer tutoring hours is assigned to anyone requesting it. The number is defined on a case-by-case basis, depending on the resources available and requests received, and taking into account each person's needs.

The service promotes the greatest possible degree of autonomy at the student's own pace; as such, its use tends to decrease over the course of one's studies.

How to make a request

All requests must be sent by email to the addresses indicated in the CONTACT DETAILS section, starting in the month of November following enrolment in the academic year. Requests will be processed within 30 working days.

The Service pairs each student with a tutor – considering, to the extent possible, the degree programme attended – and assigns a certain number of peer tutoring hours per year. The Service also puts the tutor in contact with the student; after that, they will independently agree on how to arrange their sessions.

The Service monitors the number of hours used by each student and the progress of their activities.

All peer tutoring service users are required to inform their tutor at least 2 days in advance if they are unable to attend the session as agreed, by sending an email to the tutor and in copy to the Service. After missing 3 appointments, the service will be suspended for the entire academic year.

Likewise, service users who no longer need peer tutoring must promptly inform the office so that their hours can be allocated to other students.

Measures for exams

Certain measures may be granted for taking exams, based on a technical verification of the documentation and an analysis of the student's individual characteristics, as well as on the degree programme attended.

The following adaptations are available:



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- Use of personal computers with special hardware and software (spell checker, speech synthesiser, screen reader, etc.);
- Presence of a reading/writing tutor;
- Use of non-scientific calculator;
- Use of concept maps/tables/formulas/timeline;
- Extra time (+30% for students with SLD, other learning disorders or pathologies, +50% for other disabilities);
- Possibility of choosing between different assessment methods (oral instead of written or vice versa, open-ended questions instead of multiple choice tests);
- Possibility of dividing the test into smaller parts, without affecting the global exam programme;
- Provision of suitable conditions for taking exams as the first or last student, in a separate location, in a quieter environment;
- Possibility of taking exams remotely, reserved for students in critical health conditions who are unable to take the exam in person.

Further measures may be identified in special cases and/or for specific needs concerning the teaching organisation of a certain course unit.

How to make a request:

Unless the Service provides otherwise, to ensure their legitimacy, all requests must be submitted by sending an email from the student's institutional email address name.surname@studio.unibo.it to the teacher and in copy to the Service.

All requests must be submitted **at least 15 days before** the exam date; late requests will not be processed.

Within 5 working days of sending a request, the Service makes sure that the request is consistent with the certificate submitted and informs both parties. The request will be deemed to be approved after 5 working days.

Accompanying service

The accompanying service caters for students:

- Who need support in reaching and leaving the University facilities to attend lectures, take exams, carry out administrative procedures at the University offices, meet with teachers or find bibliographic materials;
- Who need initial guidance in finding accessible paths to reach the University facilities by themselves.



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The service is provided by peer tutors only by foot or public transport. As this service only offers support for reduced mobility, no personal assistance is provided or available. The accompanying service is not available for other purposes.

How to make a request:

Students who wish to use the accompanying service receive an email from the Service with an instruction manual and a link to access an app where they can request the service when they need it. Each request must be submitted by Thursday of the week before that in which they need the service. The provision of the accompanying service is subject to the availability of peer tutors, which the service user can check via the above-mentioned app.

Students requesting the accompanying service are required to be on time or, if they no longer need it, to cancel their request via the app at least the day before. If they are unable to do so, they must inform the Service as soon as possible by email so that the peer tutor who had made themselves available for the accompanying service can be notified.

After missing two appointments without giving appropriate notice, the service is suspended for the entire academic year.

If the service is suspended for more than two academic years due to the above, the student will no longer be able to request it, neither for the degree programme they are attending, nor for any other degree programme they enrol in.

Support in international exchange programmes

Students with disabilities or SLD who are interested in taking part in an international exchange programme may contact the Service to receive support in getting in touch with foreign universities, to check the availability of services during the exchange period in order to choose the most suitable destination.

Foreign students with disabilities or SLD who wish to participate in an exchange programme at the University of Bologna may contact the Service to express their needs. The office can provide information on the services to which students have access during the exchange period and, on arrival, accept them into the Service as appropriate to meet their needs.

Financial support

A portion of the state funds aimed at students with disabilities and SLD is used each year to allocate financial support to those among them who are not financially well off, so that they can independently acquire the aids/help they need. The goal is to promote full autonomy of this student community in enjoying the opportunities the University has to offer.



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Financial support is awarded through a specific call for applications, in collaboration with the Regional Authority for the Right to Higher Education (ER.GO).

In order to apply, students must meet certain merit requirements (number of credits acquired by a certain date, depending on the year of enrolment) and financial requirements (ISEE \leq €35,000.00 – ISPE \leq €77,500.00).

The selection is conducted by a Committee chaired by the Rector Delegate for Equity, Inclusion and Diversity, comprising staff of the Service for Students with Disabilities and SLD and staff of the ER.GO Services for Students with Disabilities.



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DEDICATED SERVICES FOR PROSPECTIVE STUDENTS WITH DISABILITIES AND SLD

Adaptations for taking entrance exams

Degree programme entrance exams may be adapted, as established on an annual basis by the relevant ministerial decrees and calls for applications.

Anyone in possession of the necessary documents may request adaptations in accordance with their specific needs.

The documentation is examined by the Service for Students with Disabilities and SLD to make sure that it is consistent with the adaptations requested.

Adaptations may vary depending on the type of exam. As a rule, available adaptations include:

- Extra time: +30% for candidates with SLD, other specific developmental disorders and recognised health conditions; +50% for candidates with legal disability and/or handicaps pursuant to Law no. 104.
- Possibility of using aids such as a text reader, reading tutor, non-scientific calculator, etc., or other tools to be assessed case by case, based on the certificate submitted.

How to make a request: All available adaptations, procedures and timing are specified in the call for applications for each degree programme. If the adaptation requested cannot be guaranteed for organisational reasons and/or due to mandatory instructions, an alternative, equivalent measure will be implemented.



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COMPLAINTS

Students can express their satisfaction/dissatisfaction with the support or service received by email to the addresses in the CONTACT DETAILS section, or to:

Public Relations Office urp@unibo.it

Student Ombudsman garante@unibo.it

SERVICE QUALITY

The Service for Students with Disabilities and SLD pursues the continuous improvement of services. With this in mind, it carries out periodic surveys (normally every two years) to measure student satisfaction.

The questionnaire to measure student satisfaction is administered via the University website. Answers are anonymised in accordance with privacy protection regulations.

The questionnaires and outcome of the survey conducted are published on the website <https://site.unibo.it/studenti-con-disabilita-e-dsa/it/il-servizio/rilevazioni-di-gradimento-del-servizio>