



香港城市大學

City University of Hong Kong



# Support Service for Students with Special Educational Needs (SEN)



# Student Handbook



## Our Mission

City University of Hong Kong (CityU) values the diversity of students and is committed to providing a learning environment that is conducive to the success of all students, including those with a disability, in their pursuits of academic excellence and personal development.



## Disability Support

CityU is committed to follow the Disability Discrimination Ordinance and other applicable laws and regulations which prohibit discrimination on the basis of disability. Under these laws, students with a documented disability have rights to receive reasonable accommodations. Students also have responsibilities under these laws.

## What Constitutes a Disability?

According to Disability Discrimination Ordinance, a disability is a physical or mental impairment that substantially limits one or more major life activities, including but not limited to: caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating and working.

CityU provides academic accommodations to students with permanent or temporary disability and medical conditions. Some disabilities are obvious, some are hidden.

The following are general categories (by no means an exhaustive list):

- Dyslexia / Specific Learning Disabilities in Reading and Writing (SpLD)
- Attention Deficit / Hyperactivity Disorder (ADHD)
- Autism Spectrum Disorder (ASD)
- Visual Impairment (VI)
- Hearing Impairment (HI)
- Physical Disabilities (PD)
- Speech Impairment (SI)
- Mental Illness (MI)
- Chronic Conditions (CD)

# How to Request for Academic Accommodations?

Students requesting accommodations should apply to the Academic Regulations and Record Office (ARRO) through AIMS. The process is initiated by completing and submitting supporting evidence. It generally involves three main steps:

## STEP 1.

Student completes and submits the online SEN declaration with supporting documents **no later than the end of Week 2 of each semester.**



## STEP 2.

The SEN Officer will verify eligibility and meet with students concerned to work out an accommodation plan.



## STEP 3.

The accommodation plan will be forwarded to the academic staff of the departments of the students concerned to finalize the details of accommodations and have his/ her approval.

The accommodations are based on each student's documentation. Usually there is a written report from a qualified professional (e.g. psychiatrist, clinical or educational psychologist, or occupational therapist) describing the result of a psychological assessment report or a medical report. If you are unsure whether or not your documentation is valid, please refer to ARRO's website: (<http://www.cityu.edu.hk/arro/content.asp?cid=84>).



## We Can Be of Help

Our SEN Officer under Counselling Service (CS) Team coordinates the SEN project and works closely with individual SEN students to draw up a support plan. The SEN Officer also coordinates the support work with faculties and other student support services units to ensure that the students receive appropriate and equitable support services.

# What are the student rights and responsibilities?

Under the Disability Discrimination Ordinance, students with a documented disability have rights to receive reasonable accommodations. Students also have responsibilities under the ordinance.

## Rights

- Equal opportunity to learn. If the location, delivery system, or instructional methodology limits access, participation, or ability to benefit, students have a right to reasonable alterations in those aspects of the programme (or course) to accommodate a disability. The accommodation may not fundamentally alter the nature of the programme or activity, lower academic competence standards, present an undue burden to the university, or pose a threat to others' safety.
- Equal opportunity to participate in and benefit from the academic community. This includes access to services, extra-curricular activities, housing, and transportation at a comparable level as that provided to any students.
- To be treated with dignity and respect.

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## Responsibilities

- Register your conditions on AIMS for services before application deadline.
- Submitting documentations and supporting evidence of your SEN conditions from a qualified professional that demonstrates how your conditions may impact your study.
- Requesting accommodations through the AIMS in a timely manner. Support services may not be available until requested by a student registered in AIMS. In order to facilitate the provision of accommodations, the student must submit their supporting evidence online within the appropriate time frame each term. Untimely requests may result in delay or denial of accommodation.
- Meeting with your programme leader and/or SEN officer to discuss your needs. Information about the disability is confidential.
- Meeting and maintaining the University's fundamental academic competence standards.



# Management of Student Disability Information

The SEN Officer views all information pertaining to a student's disability conditions as confidential. This is based upon government mandates regarding the confidential treatment of disability-related information. Any information obtained by the SEN Officer is used to verify the disability, plan for appropriate services, and document service and communication with this office only.

Maintaining student disability information as confidential does not guarantee a student's anonymity. **Please contact the SEN Officer for further information.**

## The following are the guidelines regarding disability information:



Only authorised personnel working at City University of Hong Kong have access to these files.



With students' permission, the SEN Officer can contact faculties to notify them of the services a particular student is eligible to receive. The functional impact of a student's disability may be disclosed to faculties.



Students may request to review the content of their own file. This must be done with the presence of the SEN Officer.



Students may request a copy of the documentation of their disability. Student records are kept for five years after departure from CityU.

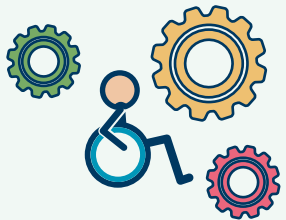
# Support Services

The range of support services provided to SEN students includes:



## Academic Support

- Separate room for examination
- Extended time
- Audiobooks
- Assistive technology support
- Computer screen reader
- Speech-to-text software
- Peer support on educational needs (Note-taking services)



## Accessible Facilities

- Wheelchair access
- Accessible washrooms
- Tactile markings on the floor
- Lifts with braille and tactile markings with voice announcement
- Accessible furniture
- Automatic doors



## Personal Development

- Counselling services
- Career counselling
- Activities organised by Inclusion Ambassadors
- Internship programmes



# Financial Support

Apart from Scholarships and funding administered by the University, there are other fundings exclusively offered to SEN students by external donors and institutions. The following are some of the funds for which SEN students can apply to aid their academic pursuit.

- Sir Edward Youde Memorial Fellowship/ Scholarship for Disabled Students
- Jockey Club IT Scheme for People with Visual Impairment
- Li Kwan Hung Education Fund
- Simon K. Y. Lee & Lee Chi Hung Scholarship for the Hearing Impaired Students
- The Hong Kong Jockey Club Scholarship Scheme (Local students)
- HKSAR Government Scholarship Fund - Endeavour Merit Award
- BEA Inspiring Student Scholarship
- See Po Yan Scholarship

Student could visit the website of Student Life & Resources (SLR) of Student Development Services for more details (<https://www.cityu.edu.hk/sds/web/studentlife.shtml>).



# Inclusive Ambassador Programme

CityU is keen to develop a peer support network among students. Each year, SEN Officer of CS Team recruits students as volunteers to Inclusion Ambassador programme. We provide training to the ambassadors to help them develop relevant knowledge and skills in supporting SEN students. Upon completion of trainings, Inclusion Ambassadors would serve as mentors and buddies to SEN students.

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## Inclusive Campus

CityU also organises activities every year to promote an equitable and inclusive campus culture. One such event that receives campus-wide support is the Inclusion Diversity Equity Awareness (IDEA) Campaign. Inclusion Ambassadors as well as SEN students are encouraged to participate actively in organising these activities.



Please contact our SEN Officer if you need further information about the University's academic accommodation policy.

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