جامعة المستقبل

Mustaqbal University

أول جامعة أهلية بمنطقة القصيم

Procedure for Supporting Students with Disabilities

Student Support and

Academic Advising Unit

College of Engineering and Computer Science

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1. Introduction

The Student Support and Advising Unit (SSA) supports students who experience difficulties affecting their access to academic activities or College services. The Unit works with students, academic advisors, instructors, departments, and relevant College units to understand the reported need and coordinate suitable support.

This procedure provides a clear and practical framework for receiving cases, coordinating appropriate action, following up outcomes, and referring matters that require additional authority or specialized support.

2. Purpose

This procedure defines how the Student Support and Advising Unit (SSA) receives, reviews, coordinates, and follows up support for students with disabilities or documented health conditions that may affect their access to teaching, examinations, laboratories, university facilities, or student services.

The SSA aims to ensure that each case is reviewed individually and that appropriate support is coordinated without reducing academic standards, learning outcomes, examination integrity, or safety requirements.

3. Scope

This procedure applies to cases received or identified by the Student Support and Advising Unit (SSA) in which a disability or documented health condition creates a practical barrier to participation in teaching, assessment, laboratory activities, or access to College facilities and student services.

Under this procedure, the SSA is responsible for receiving the case, identifying the reported barrier, coordinating with the relevant parties, documenting the action taken, and following up the outcome.

The procedure does not authorize the SSA to diagnose medical, psychological, neurological, or learning conditions; provide treatment; certify a disability; or independently approve changes to examinations, attendance requirements, course requirements, learning outcomes, or safety standards. Matters exceeding the Unit's authority shall be referred to the competent academic, administrative, medical, or university entity.

Support provided at the College level is limited to reasonable and practicable arrangements within the available authority and resources, such as allocating a suitable room, improving seating or physical access, providing clear written communication, or coordinating the case with Academic Affairs or another responsible unit.

4. Responsibilities

4.1. Student Support and Advising Unit

The Unit is responsible for:

- Receiving the student's request or referral.
- Identifying the educational or accessibility barrier.
- Reviewing the available supporting information.
- Coordinating an appropriate practical arrangement with the relevant parties.
- Documenting the action taken and its outcome.
- Following up with the student when further support is required.
- Escalating cases that require formal academic or administrative approval.

4.2. Student

The student is responsible for:

- Reporting the difficulty as early as possible.
- Providing accurate information about the barrier experienced.
- Submitting supporting documentation when required.
- Cooperating with the proposed support arrangement.
- Informing the Unit if the arrangement is ineffective or if the condition changes.

4.3. Academic Advisors, Instructors, and Relevant Units

Academic advisors and instructors may identify or refer cases and provide information relevant to the student's academic participation.

Academic departments, Academic Affairs, examination teams, laboratories, facilities, and other relevant units cooperate with the SSA to implement support arrangements within their respective responsibilities.

When a proposed arrangement affects examinations, attendance, course requirements, or laboratory safety, the SSA coordinates the case with the responsible academic or administrative authority before implementation.

4.4. Procedure

Step 1: Receiving the Case

A case may be received directly from the student or referred by an academic advisor, instructor, academic department, or another university unit.

The Unit acknowledges the case and communicates with the student to understand the reported difficulty.

Step 2: Reviewing the Student's Need

The Unit reviews how the reported condition affects the student's participation in the relevant academic activity or service.

Supporting information may be requested when it is necessary to understand the case or coordinate an arrangement requiring formal approval.

Step 3: Coordinating the Appropriate Action

The Unit communicates with the relevant instructor, department, Academic Affairs, examination team, laboratory, facilities service, or other responsible unit.

The proposed action should address the identified barrier and remain consistent with applicable academic, administrative, and safety requirements.

Step 4: Implementation and Follow-Up

The responsible party implements the agreed action within its area of authority. The Unit follows up with the student or responsible party to confirm whether the action was implemented and whether it addressed the reported difficulty.

If additional support is required, the case remains under follow-up or is referred to the appropriate entity.

Step 5: Case Completion

The case is completed when the agreed support has been provided, the reported barrier has been addressed, or the case has been referred to the responsible university entity.

Cases requiring continued assistance remain under follow-up and are linked to the original case reference.

4.5. Examples of Support:

These examples are illustrative. The appropriate support is determined according to the circumstances of each case and in coordination with the party responsible.

Student Need	Possible Support Arrangement
Visual difficulty	Providing accessible electronic materials, suitable seating, or clearer visual presentation.
Hearing difficulty	Allocating a suitable room, reducing background noise, suitable seating, written instructions, or improving direct communication with the instructor.
Mobility difficulty	Relocating the class or activity to an accessible room, providing appropriate seating, or ensuring an accessible route.
Temporary injury or health condition	Providing temporary physical access arrangements or referring the case to Academic Affairs when attendance or assessment is affected.
Learning or concentration difficulty	Providing clear written instructions, an appropriate seating location, or referring the request for an approved examination arrangement.
Laboratory access difficulty	Adjusting the workstation or equipment location while maintaining laboratory safety and the essential practical learning outcomes.

5. Confidentiality

Information relating to a student's condition is handled confidentially and shared only with the parties involved in coordinating or implementing the required support.

Communication with instructors and other parties should focus on the required arrangement rather than unnecessary medical details. Semester reports should present aggregated information without identifying individual students.

6. Referral, Escalation, and Complaints

Cases that cannot be resolved within the Unit's normal coordination role are referred to the relevant academic department, Academic Affairs, examination team, College administration, or university support service according to the nature of the case.

If implementation difficulties remain unresolved, the matter may be escalated to the Head of Department or the Dean of the College.

A student who is dissatisfied with the handling or outcome of the case may submit a complaint through the approved Student Complaint Handling Procedure.

7. Documentation and Semester Review

The Unit maintains a concise record of each case, including the case reference, reported need, relevant parties, action taken, outcome, and any required follow-up.

Supporting evidence may include the student's request or referral, relevant communication, supporting documentation when required, and the advising case record.

At the end of each semester, the Unit reviews the number and general types of cases received, actions completed, referrals made, continuing cases, and any recurring implementation difficulties.

Results are reported in aggregated form as part of the Unit's semester review.

8. References

- Rights of Persons with Disabilities Law.
- Implementing Regulations of the Rights of Persons with Disabilities Law.
- Student Support and Advising Unit Operational Guide.
- Student Complaint Handling Procedure.
- Relevant university academic and examination regulations.

Prepared by: Student Support & Academic Advising Unit