



Access Centre

Aim

The Access Centre have twice monthly development plan meetings which feed into the Access Centre's development plan activities. These activities are then linked to the Centre's overall aims and objectives. Student feedback from questionnaires is discussed during these meetings to help inform the Access Centre's development.

Aim

To provide a friendly, efficient service to Bangor University Students (including prospective students) and Students studying at other HEI's. To produce high quality student centered reports within a set time frame and signpost students to other relevant services and sources of information.

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Head of Disability Service

Objective 1	To receive positive student feedback – (target 90% agree / strongly agree to all questionnaire questions) and a low number of complaints (target – under 1%)		
Link to University Strategic Plan	T&L -The number of students admitted to Bangor University from under-represented groups, including disability .	How feedback helps to inform Development	Questionnaire Feedback, Discussions with Assessors and Admin, Annual Stakeholder Feedback Survey
Link to other services	DS - Inform students PLSP. Academic Departments - to promote inclusive provision		
Client Outcomes	Measures / Evidence	Current Development to improve objectives (in the last six month period)	
Student to; <ul style="list-style-type: none"> • Feel at ease to disclose all difficulties encountered • Receive a comprehensive Study Needs Report 	<ul style="list-style-type: none"> • Questionnaire Feedback / Feedback Report • Complaints Log 	T18. Reviewing AC questionnaire to help improve response rate T12. Purchase bottled water for the Assessment Room. T13. Produce Outreach Facility Administrator Guide	

Objective 2	To provide advice and guidance relating to DSA, Disabilities and the services within the University.		
Link to University Strategic Plan	Student Experience - Withdrawal, retention, assessment and module completion statistics	How feedback helps to inform Development	Email requests, Discussions with Assessors and Admin DWG & DC meetings
Link to other services	DS - Inform students regarding PLSP process, NMH's. MDC – Inform students regarding MDC registration, Study Skills Provision.		
Client Outcomes	Measures / Evidence	Current Development to improve objectives (in the last six month period)	
<p>Student to;</p> <ul style="list-style-type: none"> • Have knowledge of the DSA process and timescales • Have knowledge of their HEI's Disability Services • Have knowledge of other relevant University services 	<ul style="list-style-type: none"> • Assessment Room / AT Room Information Audit • Disability Services Newsletters • Tweets / Twitter followers • Website analytics 	<p>T8. Create “what happens next document” for opt in and opt out students</p> <p>T25. Conduct a review of information offered at Access Centre & AT room</p> <p>T2. Create article for Disability Newsletter and Twitter Account</p> <p>T26. Find out about Analytics for Access Centre Website</p>	

Objective 3	<ul style="list-style-type: none"> To produce High Quality Reports that meet the individual needs of students 		
Link to Strategic Plan	Student Experience - Withdrawal, retention, assessment and module completion statistics Regionalisation & Collaboration- Number of collaborative projects.	How feedback helps to inform Development	Draft amendments, Email requests, Funding body queries, Discussions with Assessors and Admin, Student Questionnaire, Annual Stakeholder Feedback Survey, NNAC meetings
Link to other services	DS - Inform students PLSP. Exams – Inform Exam Adjustments.		
Client Outcomes	Measures / Evidence	Current Development to improve objectives (in the last six month period)	
Student to; <ul style="list-style-type: none"> Have option of draft Informed on a range of study strategies Receive a comprehensive Study Needs Report 	<ul style="list-style-type: none"> Consent to Share Form A Log of draft report amended details and statistics DSAQAG Audit Action Plan Manager's observation – Study Needs Assessment Feedback Questionnaires 	T14/15. Internal Verification activities T16/17. CPD tasks T7. Appraisal training and observation feedback T27. To keep a log of student report amendments to inform report writing	

Objective 4	To ensure that students reports are produced with 25 working days of first contact (30 days for opt in), unless student choice for deferred appointment. (Target – 95%)		
Link to Strategic Plan	Strategic Enablers - Sustainability measures such as days ratio and operational surplus/deficit, pay costs as a % of income	How feedback helps to inform Development	Questionnaire Feedback
Link to other services	DS - Inform students PLSP, Streamlining of data collection for non-SpLD students.		
Client Outcomes	Measures / Evidence	Link to Development Plan	
Student to; <ul style="list-style-type: none"> • Receive a Study Needs Report within 30 working days of first contact • Have extra requests processed with 10 working days 	<ul style="list-style-type: none"> • Monthly KPI • Student Feedback • Internal Benchmarking & Internal KPI (New) • Log of fast track assessments • Development plan 	T17. Streamline data collection for non-SpLD students T21. Improve Assessors Blackboard Site T22.Improve AC Electronic File Structure	

Objective 5	<ul style="list-style-type: none"> To advise on a range of study strategies and to promote Assistive Technology within the University 		
Link to Strategic Plan	Student Experience – Degree Qualifications	How feedback helps to inform Development	Through Support Workers, Assistive Technology training providers, questionnaire, follow up email
Link to other services	DS – Provide online training resources for NMH's. Education – Provide teaching session on MA programme		
Client Outcomes	Measures / Evidence	Link to Development Plan	
<p>Student to;</p> <ul style="list-style-type: none"> Receive information on a range of free assistive technology Receive information and assistance with a range of study strategies Receive information on how to effectively use their recommended assistive technology 	<ul style="list-style-type: none"> KPI Student Feedback CPD Log MA Education teaching session Staff contact log Support Workers Development Programme 	<p>T10.Development of AT blackboard site</p> <p>T9.Meeting with AT provider</p> <p>T23. AT ideas sharing session</p>	