

“What is the Assistive Technology service?”

The Assistive Technology Service supports any student with a disability, specific learning difference, mental health or any other medical issue through the use of technology.

We help people find the right tools to develop complementary strategies in order to become confident in their studies, research or role and to develop lifelong skills that enable them to achieve their potential in their time here at the university, and in their future endeavours. We also promote an accessible environment here at the university by working with schools and other services to embed accessibility, promote awareness and encourage good practice.

The central philosophy of our service is that we're here to equip people with the tools and skills they need to no longer require our support; to help students become independent learners enabled by technology.

For more information about our team and the service we provide, please see [our website](#).

Personal Support and Training

One-to-one sessions

- Assessment of individual needs offered online through MS Teams. Face to face appointments can be requested.
- Advice on strategies, equipment or software
- Training on how to get the best from available technology
- Drop off/collecting equipment

Distance Learners

- Email, IM and MS Teams support available

Resources

Loan/trial equipment

- Loans available for:
 - Temporary support while waiting for funding etc.
 - Support for those ineligible for funding
 - For trial purposes to help find the most effective provision
- Long term and short term loans available
- Loan equipment pool is limited and prioritised based on need

Assistive Technology Booths

- Bookable, single occupancy rooms for people with additional needs
- Quiet, discrete places to study/use a computer
- Access to more specialist software and equipment can be provided

Software delivered on all classroom computers.

- Literacy support tools
- Screen readers and text-to-speech
- Visual mapping
- Note-taking support
- Magnification and visual enhancement

Format Conversion

- Magnification Equipment
- Specialist format conversion equipment
- Scanners, OCR and Text-to-Speech available throughout campus

Services

- Providing specialist support, assessment, purchasing and use of provision along with the Disability Team
- Provision of assessment facilities and equipment
- Braille Embossing and Tactile Diagram Service
- Exam Arrangements
- Accessible teaching advice

Skills and Knowledge

Specialist skills and knowledge in the following areas

- **Study support tools:**
 - Note-taking
 - Proofreading
 - Organising and planning
 - Writing
 - Reading
 - Revision

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- **Sensory Impairment tools:**
 - Screen Readers
 - Braille
 - Hearing aids/loops and FM amplifiers
 - Alternative format creation
 - **Ergonomics and Physical Impairments:**
 - Workstation ergonomics
 - Alternative input tools e.g. Dictation software

Service Hours

- By appointment during office hours, 9am–4pm
 - Initial contact via email to arrange a one to one appointment online or face to face

Level of Service

- We provide support, training and resources to help people become independent; our goal is to allow people to achieve without needing support.
- We do not offer support on course-specific or academic skill topics beyond those related to technology. For such support, we suggest you contact the Student Learning Service or your course provider.
- Our service is confidential and it is entirely up to those accessing the service how much they wish to disclose about their disability, circumstances etc.

Support and Documentation

See our web page for further details: www.abdn.ac.uk/atech

ELearning materials are available in the [Toolkit](#)

Further support related to disabilities etc:

- [The Disability Service](#)
- [Student Learning Service](#)

Request Process

- Normally students are referred to us via the [disability team](#) or the Dyslexia tutor who is located with the [Student Learning Service](#).
- We can also be contacted directly via our team email address: atech@abdn.ac.uk
- We usually start with initial appointments with people to discuss their support needs and recommend further support.

User Responsibility

As a busy service, we do ask people to:

- Turn up to appointments on time
- Inform us if you cannot make an appointment
- Respect our office hours i.e. knock on our doors if you have an appointment only or within the designated drop-in times

Users are expected to comply with the University's Conditions for using IT Facilities when using our resources or loan equipment.