Studying Online: Support for students with disabilities

ECU is proud of our diverse and inclusive learning and working environment and is committed to ensuring continued accessibility and inclusion for all members of our community. As ECU moves to delivering more units and courses online, we are committed to ensuring that no student is disadvantaged. ECU will continue to provide support for students with diverse study needs, particularly students with a permanent or temporary disability or medical condition which may impact on their studies. This document is designed to provide you with an overview of the support that is available at ECU to assist you within your online studies. **Please be aware that during this transition there may be some changes to the information contained in this document based on the feedback of staff and students.** For any questions regarding accessibility, please contact the Equity Projects Officers at equity@ecu.edu.au or (08) 6304 6170 who will refer you to an appropriate service.

Learning Assessment Plans (LAPs)

A Learning and Assessment Plan (LAP) is an agreement which outlines the type and level of support ECU will provide to students in relation to a permanent and/or temporary disability and/or medical condition. This can include students who have mental health difficulties or other support needs. Depending upon the type of assistance you require, it may include:

- information on the adjustments required to facilitate your studies;
- whether you require any special exam conditions; and
- any services or facilities being provided to assist you during your studies.

If you already have a LAP, this is still valid, and any agreed accommodations will be transferred to the online learning format as efficiently as possible. For those students who have not previously had a LAP but now feel they would benefit from further accommodations, the first step is to make an appointment with an Equity, Diversity and Disability Officer to discuss your options and needs via studentequity@ecu.edu.au or on (08) 6304 6960.

Accessible online delivery options

See below an overview of some of the key accommodations available for students to effectively access online learning. For any questions regarding online accessibility and to explore your options, please contact the Equity Projects Officers at equity@ecu.edu.au or (08) 6304 6170.

Captioning

Automatic captioning can be inaccurate and therefore may not be appropriate for students who rely heavily on captioning. It can, however, be useful for some students to use in addition to following along with audio. Staff are encouraged to enable automatic captioning wherever possible and you can ask you lecturer/tutor to do so. If automatic captioning is not possible or is inappropriate based on your needs, please contact the Equity, Diversity and Disability Service at studentequity@ecu.edu.au or (08) 6304 6960 to discuss manual captioning options.

Auslan interpreting

Students who have previously had a LAP that includes access to an Auslan interpreter will continue to receive this support through online learning technologies wherever possible. Students who have not previously had a LAP but now require one, can contact the Equity, Diversity and Disability Service at studentequity@ecu.edu.au or (08) 6304 6960.

Note takers

Students who previously had access to a note taking service, will continue to have this support with note takers continuing to access lectures and tutorials online. Students who have not previously had a LAP but now require one, can contact the Equity, Diversity and Disability Service at studentequity@ecu.edu.au or (08) 6304 6960.

Screen readers

If you utilise a screen reader, please see the online screen technologies overview table for information regarding screen reader compatibility with our key online technologies. If you have any issues accessing online content, please contact equity@ecu.edu.au for further support.

Keyboard access

If you require keyboard access and our online learning technologies are not meeting this need effectively, please contact equity@ecu.edu.au for further support.

Online learning technologies

ECU is committed to supporting students with disabilities to reach their full potential and we have provided an overview of the capabilities of emerging online technologies being used. ECU has an ever-growing range of resources and supports to prepare students for learning off campus on the Student Intranet.

Please contact equity@ecu.edu.au if your accessibility needs are not being met during this time of transition. **Please be aware that the below information will be updated based on feedback provided by staff and students as needed.**

	Automatic captioning	Manual and live captioning	Screen reader & keyboard access
Panopto	Available - **You can request this be enabled by your lecturer/tutor**	Available – **You can request this from your lecturer/tutor**	Panopto supports JAWS, NVDA (Windows) as well as VoiceOver (Mac) screen reader software. Panopto supports keyboard access. All of the functionalities and links in the web interface are accessible by using the tab key.
PowerPoint (PPT)	Available - **You can request this be enabled by your lecturer/tutor**	Available – **You can request this from your lecturer/tutor**	PPT supports JAWS, and NVDA (windows) and VoiceOver (Mac) screen reader software. PPT supports keyboard access. Older versions of PPT need to be updated. If you require assistance contact IT Services.
MS Teams	Available - **You can enable this yourself using these instructions: real time captioning or Microsoft Stream captioning)**	Available – **You can request this from your lecturer/tutor** Online Auslan interpreting can also be made available – contact studentequity@ecu.edu.au	JAWS and NVDA (windows) and VoiceOver (Mac) are compatible screen readers however issues have been reported by users. Navigation requirements vary throughout the application reducing ease of use for keyboard access

Blackboard Collaborate	Not available	Available – **You can request this from your lecturer/tutor**	JAWS (Windows) and VoiceOver (Mac) are compatible screen readers. NVDA (Windows) is not certified. Students feedback has reported that NVDA does not appear to be compatible. Blackboard Collaborate supports [keyboard access](#)
Zoom	Not available	Available – **You can request this from your lecturer/tutor** Online Auslan interpreting may also be available – contact studentequity@ecu.edu.au	JAWS and NVDA (Windows), VoiceOver (Mac) and Talkback on Android devices are compatible screen readers. Zoom supports keyboard access

Financial hardship

ECU is aware that during this time, students may have increased stress and barriers to education due to financial hardship. We are committed to doing everything we can to help. In addition to the [financial assistance support available for students through Centrelink](#), ECU has put in place a number of measures to provide financial assistance to our students:

- **Reduction in SSAF payment:** For Semester 1, 2020 students required to pay SSAF (Student Services and Amenities Fee), will only be charged the off-campus rate of $46.20. You do not need to take any action; this change will be applied to your record.
- **Refunds for parking permits:** ECU is offering full refunds on Semester 1 and Full Year parking permits cancelled before 7 April 2020 by emailing parking@ecu.edu.au.
- **No late payment fees for Semester 1, 2020:** Late payment fees for Tuition Fees will not be charged for Semester 1, 2020.
- **Hardship payment scheme to Domestic Fee-Paying students:** To pay tuition fees in instalments, complete the [Hardship Payment Scheme Application Form](#).
- **Establishing a support grant:** If you are experiencing severe financial hardship, please complete an application for an [ECU Support Grant](#). This is available for International students.

For more information on the financial supports available to you, visit the [ECU student support page](#) or contact [Student Success.](#)

Withdrawal from study

If you decide that the shift to online learning is not possible for you, please contact equity@ecu.edu.au to ensure all your support options to overcome any barriers have been exhausted. Should you still feel that continuing to study is not an option for you, please contact the [Student Hub](#) to discuss your withdrawal options.

Reporting accessibility concerns

To report any concerns that you have regarding accessibility within ECU, both online and offline, please contact the Equity Projects Officers at equity@ecu.edu.au or (08) 6304 6170.

Further Resources and Support

ECU has committed to ensuring that no students is disadvantaged during this time, please reach out and tell us what you need so that you can continue with your studies.

Equity Project Officers

- Phone: 08 6304 6170
- Email: equity@ecu.edu.au

Equity, Diversity and Disability Service

- Phone: 08 6304 6960
- Email:studentequity@ecu.edu.au

Student Success

- Phone: 134 328
- Email: studentsuccess@ecu.edu.au
- Book an appointment online

Student Counselling Service

- Phone: 08 9370 6706

Learning Advisers

- Email: learningadviser@ecu.edu.au
- Book an appointment online

Careers Advisers

- Email: careers@ecu.edu.au
- Book an appointment online

Student Guild

- Email: studentassist@ecuguild.org.au
- Book an appointment online

IT Services

- Phone: 08 6304 6000
- Email: itservicedesk@ecu.edu.au