Appendix A - Full Testimonies

Testimony of disabled student #1

**Department feedback**

There is no lecturecast for the smaller SELCS departments ie scandinavian studies dept and dutch dept.

**SSW feedback**

I have had a good experience with Student Support & Wellbeing Services. They are very quick to reply to my emails.

**Estates feedback**

Gordon square buildings has only stairs, no elevator or alternative access. This is true for many other buildings at UCL too.

Testimony of disabled student #2

**SSW feedback**

Every experience with Student Wellbeing, my course organisers, my module organisers has been more than satisfactory, throughout the process of applying for and receiving a SORA. Everyone involved was helpful and a pleasure to speak with!

The only problem I can stretch to think of, is the waiting time for a drop-in appointment was a little long, about 1 hour for me. This wasn't a problem for me but I imagine it could be for someone with a busier schedule.

**SPCS feedback**

Filled out the online application, 4 days later received an appointment for roughly 5 weeks time, for an initial consultation. I cannot attend this date due to an exam, and am currently waiting for a reschedule.

Testimony of disabled student #3

**Department feedback**

I was told by my first supervisor that I was too disabled to do my project and he then forced me to move projects. I was told it couldn't be changed at all to meet my needs, and that I had to move projects, otherwise he would make sure I never graduated and never got a job in that industry.

**SSW feedback**

SSW have always been really helpful.

**Estates feedback**

There are not enough disabled toilets, and they're not truly accessible in that they're not well maintained, the flush on the toilet is in a place that's not reachable whilst seated, the emergency cord is often looped 'out of the way'. The doors are really heavy and often the handle is in an awkward place to reach. If a key card is needed for access, the touch pad is too high to reach from a chair and/or the time needed to maneuver into a position where you can then open the door is longer than the time given to open the door. Physics and Astronomy can only be accessed by the goods entrance, and the slope leading to the lift is too steep so it's difficult to get up. There are also bollards along the pavement outside the Henri Massie theatre that do not allow enough room for a wheelchair to pass so you have to go on the road, which is blocked off.

Testimony of disabled student #4

**SSW feedback**

There was a long queue at the clubs fair. It must have been difficult for students who need support from the wellbeing services.

**Estates feedback**

The Digital Accessibility Hub (ZENIT room) is stigmatizing for students to access. It should be part of the library.

**Additional feedback**

Include students who have a hidden disability such as joint pain or arthritis.

Testimony of disabled student #5

**Department feedback**

I could not sit my exams during the normal examination period because I was diagnosed with cancer shortly before that. Thus, I met with a student support advisor of the medical school department to tell them that I wanted to apply for examination adjustments for the late summer examinations. I was told that having cancer and undergoing chemotherapy is not considered a long-term health problem and hence I cannot apply for any form of examination adjustments which I found ridiculous. He/she instead strongly advised me to not sit the exams and instead redo the year, which I can understand is what perhaps most people would do and that is why I was advised to do that. However, what I did not like was that the advisor told me "health comes first so it would be ironic for a future doctor like you to do the exams now". I found this comment very insulting since I was not compromising my health by wanting to stay mentally active and have a goal by trying to pass my exams at such a difficult time. In addition, I find it concerning that a student support advisor did not even ask "how are you doing?", despite knowing the nature of my disease. Lastly, I was not made aware of SORAs or advised to talk to UCL SSW or any other form of help that I could get by the advisor, as they only focused on convincing me to not do the exams coupled with the rejection of cancer as a valid disability.

Fortunately, I was able to talk to someone else within the department who told me to refer to UCL Student Support and Wellbeing instead, where they accepted my request for examination adjustments and I subsequently passed my exams with a high degree of success. Lastly, I want to clarify that I do not feel the advisor's comments and behaviour were ill-intenioned, only affected me negatively for a few days and the issue was resolved shortly after. Having said that, many people in my position may not take these comments lightly and be affected significantly, something that can compromise their treatment and mental health.

Since the medical school has its own student support team, each member should be as equally equipped to help their students as the UCL student support and wellbeing team. If that is not yet possible, then students should be told to speak with UCL student support and wellbeing directly to avoid such unnecessary incidents.

**SSW feedback**

My overall experience was excellent. The advisor I met was polite, understanding and was able to help me apply for examination adjustments immediately.

Testimony of disabled student #6

**Department feedback**

While academia is usually a welcoming place for autistic people, the amount of explaining yourself and how much you have to prove how you are being affected by things can make you feel like you are being treated as though you don’t have a disability. Like having to explain that autism is permanent and affects you physically, mentally and emotionally over and over again and that all autistic students are different from each other.

**SSW feedback**

SSWS have been brilliant whenever I’ve needed them. More can be done for students in terms of helping with diagnosis and support for mental health issues.

**Estates feedback**

I can’t think of any rooms where the lighting is not overloading and causes me sensory issues, but that’s just me personally.

**Additional feedback**

Defeating institutional discrimination

Testimony of disabled student #7

**Department feedback**

Previous supervisor told me to ‘smile more’. Not understanding of living with depression. I was just left and this contributed to me withdrawing from my funded PhD.

**SSW feedback**

When I studied here previously, they cancelled an appointment but didn’t bother to contact me when I didn’t re-book. I hit a really bad time and dis-engaged. That follow-up call would’ve been helpful.

Since returning to UCL the SS&WS have been supportive. Arranging for me to have a mental health mentor and help me with the DSA process.

**Estates feedback**

The study room for disabled students is hideous. Poorly run. Dirty - reports of mice. Staff don’t supervise the space well. I have bipolar disorder and have had a bad experience with another student and the staff there seemed to want to brush the situation under the carpet.

**SPCS**

Awful experience with one of the counsellors. Horrid challenging manner when I felt fragile. I withdrew.

Testimony of disabled student #8

**Department feedback**

Throughout my whole university experience I’ve felt unwelcome and unheard. Whenever I would bring up my situation to my examinations officer he would advise me to either drop out or simply get on with it. I’ve had continuous issues with EC’s and my SoRA, and was even told by a senior member of staff that ucl is an “institution that expects a minimal level of functionality from its students”

**SSW feedback**

Student wellbeing were dismissive and unhelpful

**Estates feedback**

No warnings when lecturers play videos with flashing lights (which is dangerous for people with photosensitive epilepsy)

**SPCS feedback**

I was told I was taking up someone else’s space

**Additional feedback**

Everything

Testimony of disabled student #9

**Department feedback**

The use of sanist language, feeling pathologised on terms of my mental illness when expressing myself within the department on issues unrelated to my illness.

**SSW feedback**

They were really helpful in terms of managing my finances, which had suffered as a result of my illness.

**Estates feedback**

UCL Bloomsbury is basically a nightmare for wheelchair users.

**Additional feedback**

When I first started at UCL, I was advised by my supervisors to get help/ aid from UCL psychological services, so they would be close in terms of care. However, after seeing the psychiatrist, I was essentially deemed too 'mad' (my chronic mental illness to severe)' to use the services, and was advised to follow the NHS track. I have kept the horrid letter I received. There was no short term effort to support me, or follow up, even though it was clear how ill I was. If I hadn't had the support of my supervisors (who are not a mental health professional) I probably would have dropped out. They continue to care for me, and speak to my NHS psychiatrists - which is above and beyond their position.

Testimony of disabled student #10

**Department feedback**

My request for an extension due to extenuating circumstances (being admitted to hospital for two weeks) was ignored.

**SSW feedback**

My SoRA has not been shared with any of my lecturers in external departments (only one of my modules is taught in my home department).

**Estates feedback**

Too many buildings, while beautiful, are inaccessible due to the lack of lifts.

Testimony of disabled student #11

**Additional feedback**

Yes, if the university considers depression a mental illness, they should make sure to treat it properly. Unfortunately, people don't tend to get a 'depression ID' to prove they have it. I say it, because by the time I selected I have depression, I was requested to provide proof of depression. This is the most absurd thing I have ever heard in my life.

Testimony of disabled student #12

**Department feedback**

Wheelchair access is horrific around campus - from uneven surfacers to lifts that don't work / are inaccessible. It can be a real struggle just getting to class. Also, Astor College (a newly refurbished residence), is poorly designed for people with access requirements. Kitchens are at standing heights, certain areas are inaccessible. It's been designed for able bodied people. Pretty poor considering that it was refurbished, and they had every opportunity to get it right!

**SSW feedback**

They were great with getting my SORA sorted, Skyping me in Australia to make sure it could be done prior to me arriving.

**Estates feedback**

UCL building - lifts often not working. The cruciform is still not working after a year or more! More disabled toilets would be appreciated, and it would be worth installing key access so only those students who need them can use them. Often they are used by people who clearly can't be bothered to wait for the able bodied toilets!

**Additional feedback**

Flat surfaces for wheelchair users. The main UCL quad surface is horrific and needs to be resurfaced before someone has an accident. My wheelchair has almost tipped a few times from hitting holes.

Testimony of disabled student #13

**Department feedback**

My course administrator put up a lot of resistance when I stated that I needed to attend some of my lectures online, going so far as to tell me what I did and did not need. Not only did this make me feel very unwelcome but it wasted my time (something disabled students don't have a lot of) because I had to fight to get lecturecast access to my lectures, even though the lectures were already being recorded. It took me 10 emails, and contacting 4 different people, to get such a simple accommodation.

On a more positive note, my personal tutor was happy to offer me a place to sit between lectures when I stated that I am unable to study when there is too much noise.

The problem seems to be that the accommodations that disabled people get is very dependent on the attitudes of individuals in each department, most of whom have received no education on disability and ableism whatsoever.

Many people at UCL seem to be unaware that the university has an obligation to make adjustments to allow disabled students equal access to education. A friend of mine met a course administrator who, speaking of disabled students applying for extenuating circumstances, said outright “if they’re unable to meet the course’s demands then they shouldn’t be able to study that course”. There is a difference between intellectual demands and demands like being able to write by hand or to access a building without lifts. Some people don’t seem to get that difference.

I finally sent my course administrator an email pointing out that actually the way my accommodations this term had been handled this term were not ok and that I needed more support. She blamed everyone else, refusing to take any responsibility even as she repeated the same mistakes - telling me I could have studied full time had I wanted to (I cannot) and giving me incorrect information. Because she is my only disability contact at my department and because no one has the job or enough knowledge about disability rights to tell her what she’s doing is discrimination, I feel like I have to play along and keep her happy. It’s making me feel resentful about doing this course that I was initially very excited about. There is no understanding of my chronic health condition or the fact that requiring a part time student to spend three days a week in a noisy environment without any quiet spaces other than bathrooms will exacerbate their illness.

My course administrator told me I can solve my problem without needing lecturecast by coming in 4 days a week. I am a part time student due to having a health condition so I am unable to attend 4 days a week. I explained this to her and told her it was hurtful to be told I could do something I could not. But she insisted that ‘yeah but I was just trying to say that if you wanted to you could’. I could in fact not. I would become so ill that I would stop functioning and then be unable to attend any of my lectures. I am not the only student who has been denied a reasonable adjustment while being offered an alternative that they are physically unable to accept due to their disability

**SSW feedback**

The main problem with The student support and wellbeing service seems to be that they are terribly disorganized. They were late to contact me about getting a SORA even though I had registered a disability when I applied to UCL. The person arranging my SORA had no experience with my particular disabilities and at times multiple people at SSW were sending me messages saying different things at the same time, unaware of each other.

Another problem may be that they don't understand disabled students legal rights. When I asked for access to some of my lectures on Lecturecast my advisor told me this was not a good idea without asking about my situation and why I required it. Ultimately this wasted my time in getting access to an accommodation that I have a right to by law.

When I finally got my SoRA it contained items that I had never even talked to an advisor about that I assume they put in just based on my diagnosis. I never got to sit down with anyone who has experience working with either of my (very common) conditions who could tell me “people with your condition are often offered x and y. Do you need any of these or is there something else you need?”

SSW also failed to tell me about the existence of a study room specifically for disabled students, even though I told them I was really struggling with not having a quiet place to sit between lectures, resulting in my illness flaring up due to exhaustion.

I used to study at Oxford. As I moved to UCL for my masters, from an institution that is considered quite conservative to one that brands itself as modern, caring and progressive, I thought I would get better disability support. But the support here is actually worse than at Oxford. In particular Oxford’s system is much more efficient and they have clear points of contact if something isn’t working. Because I feel so unwelcome here compared to my last institution I’ve thought about dropping out many times. Since the lack of support caused my illness to flare up I might not have a choice.

The requirement of 70 percent attendance is ridiculous for disabled students who learn best through lecturecast or simply cannot attend because of recurrent illness. Even if this requirement is not implemented for disabled students I’ve had it used as a threat twice now, by both my department and SSW. They told me they couldn’t do anything about this policy. They neglected to mention that as a disabled student my nonattendance due to disability cannot legally count towards my attendance. They probably didn’t know. This made me attend lectures even when I was unwell - thus making me sicker.

**Estates feedback**

I do not live at UCL, my main issue is that there is no place for me to sit and study in between lectures. I have sensory sensitivities and concentration problems that require me to sit in a quiet and ideally a little secluded area in order to focus. The purple chairs in the quiet sections of the student centre are ideal for this, but they are always occupied! If one of the rooms in the student centre could be reserved for disabled students, or if some of the testing rooms in individual departments could be reserved for disabled students this would solve the problem. As it is I am wasting hours trying to find somewhere to sit, having to settle for noisy environments and consequently being unable to concentrate.

**Additional feedback**

Other than improving the SSW I would love to see administrative staff and lectures being educated about disability rights, how to appropriately deal with students who need accommodations and what is appropriate to say about disability in lectures. Ultimately however there is a big issue in how disabled peoples' voices are valued at UCL, this has been clear from the eugenics debacle, but also from the fact that many of these issues have been brought up again and again by disabled students without any results. I believe the best way of resolving this would be to have a staff member that is educated on disability rights who work with the Disabled Students Network, the administration and the SSW to create change. Also, the disability officer should be paid and full time, like the BME officer and the women's officer. Especially as disabled people are already more time limited.

Testimony of disabled student #14

**Department feedback**

The majority of the tutors I have had (PHD students) have been really great with my SORA even though many of them didn't know what it was. However, I did have one tutor last year who refused to mark my work at first because the department hadn't sent out my SORA to her and she said she had to check that I was telling the truth, which made me feel very uncomfortable. I sent her my draft copy but that apparently wasn't enough and she took forever to "check" with the department. The first two problem sets of that term were never marked and most of the ones after were marked in much less detail than my peers' ones were. This caused me a lot of anxiety.

I think my department (Economics) has a good attitude in general - they tend to provide lecturecast on principle and most lecturers have it up very quickly. Though I did have to fight to get one module lecturecast - my first few requests were refused - and then it was always uploaded very late (usually a week, but sometimes ten days) which made it hard to catch up. I would say that was the bad attitude of that lecturer [name redacted] rather than the department.

**SSW feedback**

I organised my SORA with SSW two weeks before lectures started at the beginning of my first year. They already had all the information/proof they required as I was registered as disabled when I applied so there was no reason why it took them a month to send out my SoRA to my department. The delay meant that when i took my first extension, my tutor informed me that the department needed to check if I was actually entitled to it. This was stressful enough, but the situation would have been worse if my tutor wasn't accommodating - he marked the work for me anyway and was very apologetic to be asking me for proof and I really appreciate that.

Other than delays my experience with SSW has been ok, they have agreed to every adjustment I have asked for (extra time and an ergonomic chair) and referred me to the Senit suite and other information sources for stuff they couldn't help me with. They do seem to be understaffed however. They also told me they don’t help students get ADHD diagnoses

**Estates feedback**

I have not had any issues with accommodation, though I do not need adaptations.

**Additional feedback**

At the 2018 welcome fair, I emailed ahead to say that I needed special access. My chronic health condition means that I cannot stand up for long periods of time and so long queues are a big problem for me. I was allowed to skip the first big queue outside the building but once I was inside and found another helper to ask where to find somewhere to sit and to let me past the next long section of queue i was made to feel very unwelcome. She scrutinized my email from the organizers and then looked me up and down and frowned like she obviously thought i didn't "look disabled enough". She then pointed at a random block that was part of the barrier and said I could sit there if i had to and acted like I was getting in the way. I was forced to queue for the rest of the thing or just leave - these were the options she gave me. I believe she was just a student volunteer but UCL should provide training in these situations or at least the basic information that disabled people will be at events and that these are the adjustments that we're making for them.

Testimony of disabled student #15

**Department feedback**

My module leads are often unaware that I have a SORA or how they can access it, so I need to send it to them. I'm not sure if this is an issue with their memory of their training on how to handle disabled students (or if they received any), or whether no one has informed them of how to check for students with SORAs on their course. [name redacted] is my course lead and has been an amazing ally - she has arranged live lecture streaming with me, started automated Lecturecast uploads, and been very understanding about my occasional absences from labs. I feel other course leads should follow her example.

Professor [name redacted] in the Year 1 Genetics module taught about eugenics in ways that called out racism, but which validated ableism. He spoke that it was unfortunate that Alexander Bell had deaf children’, and that deaf mutism- choosing not to speak but use BSL as their first language was a terrible condition.’ He also mimicked sign language, conflating his random hand actions to an official language.

Most egregiously, he taught quantitative genetics using an example showing why killing all disabled people would not, mathematically speaking, remove the disease genes from the population, so that was not the best way to go about it. He effectively espoused the idea that disabled people should be exterminated - but not in such an inefficient way.

**SSW feedback**

SSW claimed to be unaware of their responsibility to reduce my room rate to that of an inaccessible room type when I contacted them the first three times in 2018/19. I eventually got them to give me this discount, the first such discount I am aware of UCL granting since they gained this responsibility in 2016. This has been SSW's general attitude: say no first, allow it when I make a fuss. SSW were not aware of how live lecture streaming would be done when I contacted them about it, suggesting I should Skype in to lectures - I had to wait 3 weeks for ISD to reply to me to let me know they just make the regular Lecturecast system live. SSW should know about this, and moreover should be compelling all departments to offer Lecturecast recordings & live streaming where needed as part of disabled students' legal rights. I also faced resistance when trying to add live streaming to my SORA, as ISD said was required - SSW did not have a drop down option for live streaming, so via AskUCL they refused until I went to a drop in session with a sympathetic member of staff who changed my SORA manually. SSW have also refused to help me with the cost and arrangements of an ASD diagnosis, despite saying they fund ADHD diagnoses. This inconsistency does not make sense to me. Finally, SORA notifications must be sent out to students at the start of the year, with information on possible modifications that can be made such as live streaming, more extra time/rest break time, etc. Most SORA students I have spoken to have no idea that their SORA is on Portico, and miss the unobtrusive 'View my SORA' button to click on the page which is the same colour as the rest of the page. I did not know this was where my SORA was either. SSW need to become a voice championing the rights of disabled students at UCL, instead of their current position as the first people to say no to any legally required adjustment we ask of them.

The strategy employed by [name redacted] and the rest of the disability support team at UCL is to deflect, ignore 4 issues out of 5 presented to them, and wait for disabled students to get worn out trying to get justice & stop asking instead of giving them any. I feel sidelined, misinformed and mistreated when trying to get anything done with the disability team.

**Estates feedback**

SSW attempted to overcharge me for an accessible en-suite room for my IBD in 2018/19. They only agreed to the legally mandated discount under pressure from me. I am concerned that other students have been overcharged since 2016 and SSW has not let them know that they need to be refunded. I found the hallways in Frances Gardner House somewhat echoing and difficult to rest with loud flatmates and sensory issues - perhaps there is scope for sensory-friendly accommodation for students with sensory sensitivities? I also did not see a fire escape system for wheelchair users in FGH. Every accommodation with mobility-impaired students needs a system by which they can safely get out in case of fire.

Although SSW ultimately gave me a rent reduction they continued to tell other disabled students that they had to pay extra for an accessible room. After several months they put up new regulations on the website stating that you could get a rent reduction, but only if you had severe mobility impairments. Not only is this contrary to the law but they must have known that this was contrary to the law because they gave me a rent reduction for an en-suite bathroom, which is necessary for my digestive disorder but which has nothing to do with mobility.

No UCL buildings follow the radar key scheme, which they must rectify. The disabled toilets are either accessible to all students (which is fine), or more egregiously they are only accessible by a locked keypad or another type of key. Students obviously do not have access to these toilets as a result. Red cords are also often tied up meaning that if someone mobility-impaired were to fall on the floor they would simply have to lie there without rescue. Many buildings lack lifts, or signage to lifts - clear lift signage is really important for students with fatigue.

**Additional feedback**

Disability support was done much better when I was in the Chemistry department at Imperial. I had a departmental contact (one of the academics) for all disability exam arrangements, and also the department had a Student Experience Officer who I could speak to when I was struggling. All lectures were recorded and live streamed automatically through Panopto, and through this system I could even rewind lectures live. Lectures were also immediately available unlike with Lecturecast. There were mental health first aiders in my department, and a list on the wall of the student common room said where to find them all. That saved me from a panic attack before a test one day. When I told my department something was inaccessible they immediately fixed it and were always kind and courteous with me.

Testimony of disabled student #16

**SSW feedback**

mental health support has been hard to come by, and the resources and support available (from both the medical school and UCL in general) is not advertised that well, and the waiting lists are very long. Also some individuals in the support teams are less than helpful/sympathetic which doesnt help people who are already struggling, and it also serves to put people off from seeking help. Also some of the attitudes towards mental health struggles are unhelpful and not supportive, and the medical school doesnt do much to acknowledge and address the reasons that lead to such poor mental health among their students.

Testimony of disabled student #17

**Department feedback**

My department has made every effort to support me, although the room/building allocation proved quite the challenge. This seemed to be very much out of their control, but moving forward something should be done to ensure disabled and/or chronically ill students are considered priority for room assignments.

**SSW feedback**

Despite declaring at application, my SORA was not completed until two months after starting. This was really distressing and I was not afforded support until that time. Equally frustrating was having to chase and fight for this to be put into place, with countless emails and phone calls when I should have been focused on my actual work. This meant I had more pressure than the average student, rather than being aligned equal with them.

**Estates feedback**

I was trapped in the lift, near the Gustav Tuck Lecture Theatre. It was very scary, then to add to insult, made me late for class. There appears to be only one lift, so if that is unavailable there is no other recourse for those who cannot do stairs.

**Additional feedback**

Just making the process more seamless and expeditious (i.e. before the first term starts).

Testimony of disabled student #18

**Department feedback**

Generally been supportive of me putting pressure on SSW. Small things that could have done ie warn me of timetable changes but on the whole a positive influence of my experiences

**SSW feedback**

Numerous Issues to go on about. Some very serious to the point we sought legal advice and a leading charity has agreed to represent us if necessary in legal proceedings if they were to occur.

I won't go into specifics here but I have all the email evidence meeting minutes and exchanges in a very long document detailing the horrendous failings of SSW and thus the systemic shortfalls in support received from SSW.

SSW have been made acutely aware of this.

Additionally, I find that if you raise multiple issues they will deliberately not address all the issues and leave some out.

Also I find if they try to resolve a situation (very often unsuccessfully) they will never ask is it sorted or how it is going which contributes to a feeling of expending huge amounts of energy driving change in the provision which puts immense strain on me and my parents. (My parents have been dealing directly with them so I can try to focus on settling in etc).

In short, I feel abandoned by SSW and have extremely low confidence in their abilities to resolve issues.

**Estates feedback**

Got room reduction but that was because we knew about it before coming to UCL.

Room adaption to have a doorbell implemented in August still has not be fitted as of 11th November 2019

**Additional feedback**

Get Terra an agency removed of the dsa acredited list of suppliers. The only thing I have heard about them is Horror Stories

What do the director and deputy director of SSW actually do as this puzzles me?

Testimony of disabled student #19

**Department feedback**

Told my professor about my diagnosis and she was helpful

**SSW feedback**

Went for a meeting at the support and wellbeing services and was given many resources

**SPCS feedback**

Applied and they called within 10 mins to check up on me

Testimony of disabled student #20

**Department feedback**

My experience with my department has been pretty negative unfortunately. My abilities and academic progress are frequently compared directly against other (full-time) PhD students and postdocs - even my own supervisor. This undermines my self-confidence, and adds to my self-perception that I can never be good enough as a disabled student, working part-time.

When my mental and physical health worsened last year, I felt that I needed to take some sick-leave. Unfortunately, my supervisor and course organiser did not feel that this was in my best interests, and repeatedly discouraged me from applying for leave, or even seeking external advice on this matter. As a number of students have chosen not to return after taking a long period of sick leave, they were keen to avoid me from doing so if at all possible. However, my health continued to deteriorate, until eventually my GP expressed her concerns and told me that I needed to start putting my health first.

Six months after my initial conversations, I felt like I finally had enough evidence from my medical team to apply formally for sick leave, however this took many weeks for my department to finalise and liaise with my funding body, and I was finally granted five months sick leave, eight months after I had initially requested this. However, my supervisor still insisted that I finish up my animal work before I took leave, and I therefore remained in the lab for a further month, until a postdoc in the lab volunteered to take on my own duties so that I could properly rest.

Although I believe that my supervisor and course organiser meant well, I feel as though, ultimately, they were more concerned about my PhD, and how this would reflect on them, than about my health at that time. I don't think either of them fully appreciate the negative impact that their actions or comments had on my mental or physical health, since chronic pain and fatigue rarely respond well to 'pushing through' or just ‘getting on with it’.

**SSW feedback**

My experience with SSW has been really positive; I have regular contact with a specialist disability advisor, and she has been unbelievably supportive throughout my time at UCL. She has frequently helped motivate me, and given me hope when I had none. She has made me feel seen, heard and completely understood. I don't know where I would be without her valuable advice. She takes the time to listen, and always makes sure she has the 'big picture' of what else is going on with my life. I cannot thank her enough.

**Estates feedback**

I've generally found access to rooms at UCL to be well provided, however our office and lab space are split across two floors, with only a single steep and narrow staircase for access between them. On days when the pain is particularly bad, I have limited mobility, and frequently use a walking stick, but unfortunately the use of this staircase is unavoidable. Additionally, our office is on the sixth floor, so in the event of a fire (or indeed a practice/ false alarm) I have to get myself down six flights of stairs unaided, which I can just about do, but on a bad day this would almost certainly trigger a flare-up. However, our lab is due to move to a new, more accessible, facility in the coming year.

I've recently had issues using accessible toilets in the main portico. The female toilets by the main library have been closed due to building works, but there is no signage to point towards the closest alternatives. I approached library staff who pointed me towards nearby toilets on the mezzanine, but these were only accessible by stairs. When I explained that these were unsuitable, they then suggested toilets by the canteen, but the lift was also out of order, meaning that these too would only be accessible by stairs. Eventually, I had to ask them to let me into the library (my card access was yet to be reinstated), so that I could get the lift to the toilets there on the second floor. By this time, I was getting really anxious, as I have chronic bladder and bowel issues, and often experience urgency when needing the toilet. I was grateful for the library staff in their assistance, but found the whole experience quite humiliating, as I had to approach the staff three times to use the toilet. UCL could easily have provided a map to point people towards the closest accessible toilets to avoid this situation.

**Additional feedback**

Reducing waiting times for access to Student Psychological & Counselling Services. When I referred myself last year, I waited around 6 weeks for my first appointment.

I am aware anecdotally of students who have referred themselves to SPS and never heard back, even though they were reporting suicidal thoughts. Clearly this is unacceptable, and SPS needs to be able to provide support for all students who refer themselves to their services.

Testimony of disabled student #21

**Department feedback**

Taking dyslexia and dyspraxia as the disabilities in question, I would say my unsatisfactory experiences regard the fact that it took until I was completing my dissertation to be diagnosed. It was only through having an academic look at my written work (my supervisor), witness my articulation in class (the module my supervisor ran - which he often sat in on) and also see my assessment marks that it became clear there was a huge discrepancy in my performance.. It is too late to tell a student in their 3rd year that they are dyslexic - to this day I don't know what support I should have or how I can learn effectively.

**SSW feedback**

I was told to provide more evidence for needing time-out during exams/ assessments (even though I was struggling to find a doctor at the time, due to the post-code lottery) - fortunately the staff in the department/ faculty were aware of my situation (or were willing to accept a students declaration) - I found my department to be more accepting, understand and accommodating than centralised services. SSW also said that they were not able to be a point of contact, could not provide continuing support - when I was a student of concern.

**Estates feedback**

Toilet availability - toilet maps please!

Testimony of disabled student #22 - UCL East campus

**Department feedback**

I actually really like my academic department, however no tutor has sat with me to discuss my SORA and what reasonable adjustment they could be making to facilitate my disabilities. The course admin stated they had my SORA and the tutor knew, but that was it. Most of my support has not been put in place, as SSW refused to cover the expenses of a non-medical support worker during the time my DSA was being renewed from an undergraduate degree to a postgraduate degree. So all the support and adjustments I had been given during my years as an undergraduate have been withheld, with the exception of disability transport expenses and limited lecture manual note-taker, which they interpreted as handwritten notes, even though all my undergraduate years I was given typed note-taking support due to the assessed and approved dyslexia that made it impossible to read or transcribe or make use of hand-written lecture notes. SSW stated that they would not fund this reasonable adjustment and I had to wait for DSA to cover the expense. DSA explained that these expenses could be backdated to ensure I was adequately supported at the beginning of my Masters degree, as well as stated that the fact that my DSA was only being reviewed and renewed, so all my support was just rolling over and already agreed to, means that UCL SSW have withheld disability support and incapable of managing my academics by refusing to put in place the support I had been in receipt and assessed as requiring for my disabilities.

**SSW feedback**

In additional to what has been mentioned above, it was impossible to arrange a smooth transition from my undergrad University to UCL for myMastres and ensure my DSA was inlace prior to commencing. SSW would not meet me with y documents and told me it was my own responsibility to chase up DSA and put in place all my own support with the providers listed such as Ranstad and others, rather than as an undergrad, I was assigned a Disability Advisor, who sat with me to make sure I could get all the reasonable adjustment I needed long before the first day lesson began, showing me around the facilities and access adjustments to avoid stars, getting special lift passes and organising my support workers had similar all area access and inductions to workshops in order to physically support me on campus. I still have no full-time support worker to assist with all my reasonable adjustments, meaning I am not functioning on par with my peers and am left more ill, in pain and missing more lessons in order to recover as a result. This is directly negatively impacting my ability to keep up with assignments, homework, studying, as I am deteriorating rather than thriving with the physical support I require to manage my academics.

The online platform to communicate with SSW is completely inaccessible and off-putting. No one responds in timely fashion, and when experiencing an immediate disability barrier, there's no one to address it at the time, which can leave you in a crisis situatio. SSW can speak to you as though you are pestering and annoying them if you persist to try to get your reasonable adjustments met, making you feel apprehensive about calling them anymore. They dismiss your concern and can be very unsympathetic. This is psychologically damaging when you are struggling and just want to adjust and interpret with your able peers. You are made to fuss for little concessions witch is dehumanising and you then magnetise your vulnerabilities of being disabled as a result of being forced to fight for each and every measure of support or adjustment. It is depressing and vexatious.

SSW wrongly interpreted the information in my DSA needs assessment as me only being entitled to hand-written notes and refused to provide a typed note taker even when my DSA advisor contacted SSW multiple times to clarify that the needs assessment means that I should have typed notes. I have dyslexia and dyspraxia and the hand written notes I was provided were completely illegible and impossible for me to make use of digitally, with all my assistive technology software that helps me process assignments. SSW know I have dyslexia and dyspraxia (and other medical conditions which impact my physical mobility, and thus my ability to write and type). My needs assessment highlights this, and still, the dispute around the terminology regarding manual note taking persists. SSW have stated this dispute needs to be resolved between the needs assessor and Randstad, the agency hired to provide the needed support.

SSW claimed that it was the service provider Ranstad that was misinterpreting the needs assessment. In reality, Randstad can only provide the services that are instructed by SSW, as it would be unethical to dictate students’ support as it would be a conflict of interest as directly benefiting financially.

**Halls and Estates feedback**

I was not aware that my course would be held at Here East initially, which has a great impact as ability is a main barrier for my disability, so the commute of over an hour per journey, means I am excluded from all advantages of all the activities and facts at the Bloomsberry campus. I cannot get to their library on same days I have lectures, as i get exhausted by the commute and length of time without support worker helping me physically. The UCL clubs and socials are therefore out of the question, isolating me from building a peer network and branch out into other interests to enrich my life. All the elements of university life have effectively been cut off and made inaccessible. The lecture theatre at Here East is very uncomfortable with terrible acoustics, and although I now have a bean bag to help me cope a little longer, I am still left with 4 other weekdays of lecture set in rooms with tables and hard chairs I cannot sit in for, form morning to end of business hours.

**SPCS feedback**

Have not bothered, if SSW so inept, I cannot be faced with the frustrations of another service that will upset me with only means of access is arriving at Bloomsbury campus and wait in queue, when I have no possible availability to do so all the way from Stratford. This service isn't available at Here East and this means these students are effectively barred from accessing this service.

Testimony of disabled student #23 - UCL East campus

**Department feedback**

Campus is away from my residence and I am asked to contribute £2.25 each journey it was good if I could have been told early to book hostel near classes

**SSW feedback**

I don't have access to additional financial services as I don't have full scholarship

**Estates feedback**

Some doors are not automatic to get in or outside you need a person assistant

**Additional feedback**

If possible you can think of promoting career opportunities for parttime job while studing as well as places which have friendly exercises places for disabled for healthy improvement purposes than being idle always

It is better to prepare sometimes events to visit places as a team of disabled people more than social for more interaction and brainstorming as survey sometimes we get limited thinking but as a group through discussion you can know more as sometimes we are here but still we dont know our rights well

Testimony of disabled student #24 - UCL East campus

**Department feedback**

I got depression because my study and my family issues when I studied in my previous university. I got over this disease because I am lucky to meet a very good doctor and I followed her private recipe, so I talked about it openly in my course last year at UCL, but my tutor started to recommend me to the student well being and thought I had anxiety, ADS, and passive-aggressive which are really annoying. I do want to know myself if I do have learning disabilities and I want to be diagnosed by a medical doctor, but not a tutor.

**SSW feedback**

Some of the people in the Care First which is recommended by Student Support & Wellbeing Services are very good, but not everyone.

**Estates feedback**

I hope there can be more adjustment table in the dinning area which can be convenient for wheelchair users. What is more, the toilets location in the lower ground area of the main building is not clear enough and I think it is not only for disabled students, but also for all students.

In the Here East Campus, I think pressing button to open the door is always easier than letting the wheel chair users to use open the door by their hands. I haven't found a lift so far to help the wheel chair user to go to the first floor maybe I don't know, but I think the auditorium room is not suitable for wheelchair users to attend the lecture on the ground floor, because the projector screen is too high and too big for the audiences sitting in the front. What is more, even if the wheelchair users can sitting higher with a better view, there are too many noises created by other students who passing the building. There is an alternative door which they can use to make lowest noises, but they are not being used to direct other people when there is a lecture in the auditorium area.

**SPCS feedback**

I contacted them in 2018/19 academic year in 10/18 and 12/18, but they replied me in 07/19 which is very late because my last course finished in the end of 06/19, so I didn't go to the meetings, but I did want to go. I haven't contact them in the 2019/20 academic year.

Testimony of disabled student #25 - UCL East campus

**Department feedback**

No one sat down with me to discuss my needs and adjustments, no one is providing my lecture slides in advance and I’m having to chase on a weekly basis which makes me feel very annoying. They are not giving clear or coherent guidelines and instructions for anything, including assignments (and also giving assignment info extremely late). I personally am required to have clear instructions in multiple formats.

**SSW feedback**

My course is part taught by Loughborough. They did not share my sora with Lboro until right before the module started.

This is a list of things they did before I had even started my course which I had complied:

1. Ignored my disability declaration submission

2. Ignored my student support and wellbeing application

3. I had to get in touch with them eventually by myself

4. Cancelled my initial consultation ([name redacted])

5. Blamed me for the cancellation and said they wouldn’t allow me to book another one provisionally (because they expected me to take time out on my first day/week of uni to meet them) because I had cancelled previously, even though it was them ([name redacted])

6. Told me I was inflexible and making it impossible to schedule a meeting because I was hesitant about taking time out of my first week of inductions/first impressions to meet them ([name redacted])

7. Told me that even though I medically require a private room for examinations as I get rest breaks and also am hypersensitive to sound and movement, they can’t guarantee me an exam appropriate room for the exam. The examples he gave were ‘lighting that does not work’ and ‘may be put in a corridor if the room isn’t available’ (he also said these have happened in the past). ([name redacted])

8. Told me to send them my DSA and medical evidence forms and they would get it back to me right away, and he emphasised the importance of getting DSA out asap (even though I hadn’t already as I waited over a month before I even got contact from them, which I had to instigate), but 2.5 days later and after 2 phone calls I still had no word or signature from them. Meaning my DSA and the adjustments I need will take longer and longer to get to me ([name redacted])

9. No direct way of getting in touch with anyone because there’s just one email, impossible to follow up or reach the person you actually need

**Estates feedback**

Lecture theatre at UCL here east is poorly designed. Extremely distracting and loud, it’s on a route to get to bathrooms/ workshops/ meeting rooms. Additionally there are tables at the top where meetings happen. There’s a wall which the lecturers stand in front of which is highly visually distracted as it uses a tight linear pattern with lighting behind that moves around when I look at it so it is very distracting

**Additional feedback**

I realise you are looking for good and bad experiences but I unfortunately don’t have any positive access related experiences with UCL yet. As I mentioned before I am part taught by Loughborough and they have been great, I also did my undergrad there and they were brilliant for all of my needs then too at the main campus. UCL should definitely look at other universities for inspiration on adjustments and treatment of disabled students.

I am an access consultant and recently was tasked with reviewing the new student centre, and I do want to say that in my professional opinion the centre has been designed with extreme care and consideration for all students with just a few problem areas, it's just a shame that they don’t have the student support team to match it.

I can’t emphasise enough how awful the student support team made me feel when joining the university and I felt very strongly about not wanting to be there in my first weeks as a result. The attitude of the specific people I encountered was just awful and I don’t see how such incompassionate people managed to get a job that requires empathy and patience.

Testimony of disabled student #26

**Department feedback**

I study in the Neuroscience, Physiology and Pharmacology department and I’ve had some negative experiences in my time here. My department does not Lecturecast the modules they host, which meant that in my first year I did very poorly on the modules from my host department and significantly better on modules taught by other Biosciences departments. This is because I was quite ill often and could not leave the house, but could follow courses from home. This difference made it clear that if I had been given recordings I could have gotten the same good grades across all my modules. This affects my confidence and my grades significantly. In addition to my chronic condition, I am unwell & fatigued often and again this year when I can’t leave the house to get to lectures, I never get to see those lectures and the department makes no effort to help me catch up (ie recordings in some form, or reaching out to me to see how they can help. I have been asked to approach lecturers, but given that they change with every lecture, and their busy schedule, this has not always been helpful in the past.)

I haven’t received a recording device, though my SORA says I should be able to use one for lectures. My SORA also says I am supposed to get appropriate seating but that hasn’t happened, leaving me in pain and discomfort during lectures. When I have approached them to get what I need, they have said no.

I do think that personal tutors etc need better training, I've experienced some lecturers being really supportive, and some very insensitive. Staff does not seem to know how to interact with students who have disabilities.

I think my department have been better with my mental health than with my physical health. UCL seems way more proactive with mental health in general. Which is good, but physical health affects mental health, so that doesn’t really end up helping me.

I haven’t made any formal complaints because the department keep saying change will happen but it never really does. They act supportive but then the support for my physical illness never comes, and I keep believing it will eventually happen (though it’s been over a year) so I don’t take it higher up. Also I'm scared of formal complaints. I feel like it may disadvantage me.

**SSW feedback**

SSW have never made my department provide any of the things my SORA says and they have not reached out to me to see how I am doing. I don’t feel supported by this service in the ways I need.

**Estates feedback**

I am being overcharged for an accessible room - I was supposed to receive a rent reduction for my disability and I never got this. I was not informed by UCL I could get it - I found out over a year later from the DSN. Also I have had to sit out of classes due to lack of access (these classes were not Lecturecast).

Testimony of disabled student #27

**Department feedback**

I don't have strong concerns but I sometimes feel that my SoRA is sometimes misunderstood by lecturers…

**SSW feedback**I don't have any issues but was worried on whether the support would be acknowledged or somewhat respected.

**Estates feedback**

I am diagnosed with Autism, Anxiety and Depression. It is hard to find a toilet that is not dirty or accessibly used. Sometimes the lighting affects my concentration as my course are evening lectures, so I become overstimulated that it takes me time to get in to lecture on time as and when needed.

**SPCS**It was a decent support although I had received talking therapy by one of the counsellors at the university. She believed in support that can make an impact on my well-being. It had made an impact as I am learning something new. I have recently finished my sessions with her. She has respected my needs and I had struggled coping before getting into uni and the counsellor has helped me with that.

**Additional feedback**

Is to understand that physical health can affect mental health or vice-versa.

Testimony of disabled student #28

**Department feedback**I have had numerous instances since starting at UCL in which my needs as a person with a disability have failed to be met. Beginning with compilation of PEEP; a legally required document pertaining to fire safety within public buildings - this is something that should be drawn up prior to, or as soon as people with additional begin using public buildings. However, I started as a student in September 2018, and did not have a PEEP drawn up for me until Feb 2019 - despite mine and my programme leader/ personal tutor's best efforts and numerous attempts to arrange a meeting for this, such attempts were ignored or delayed. I therefore was not aware of accessible fire safety routes until 5 / 6 months into my course.

**SSW feedback**All students are required to 'declare a disability' upon enrolment at UCL -presumably so that the necessary provisions can be put in place prior to a new term. I declared my mobility issues as a wheelchair user last August (2018). However, by mid - September, I still hadn't had the communication from Student Services that I had been promised, and therefore expecting. With support and guidance from my Personal Tutor / Programme Leader, I made contact with Student Support and Wellbeing, who simply said that 'they had no record of me or my disability, due to what can only be attributed to an internal /clerical error. I subsequently had a lengthy wait and a long, back -and-forth chain of communication to try and secure something as simple as a meeting to discuss compilation of a SORA. So time consuming was the entire process, that I reluctantly and eventually decided to forgo the support to which I am entitled.

In an attempt to secure a SORA meeting for this academic year, I telephoned Student Support directly in the hope that this would make the whole process easier - when I explained that I am a wheelchair user in need of an accessible meeting place, instead of opening up an empathetic dialogue and enquiring as to how to best assist me, the team member very curtly replied by saying 'I'll send you an email of where you need to go', - said email was a one lined response with the meeting address. The said meeting was subsequently cancelled by them 5 days before it was to take place due to 'compulsory staff training' Although an offer to reschedule was extended; instances such as this are dispiriting and demotivating, in that they make one feel that it is perhaps easier and better not to have asked for help in the first place - thus defeating the purpose of a support service.

**Estates feedback**Access needs are not being met at all at UCL. I cannot get into and out of any classroom or lecture theatre within UCL's IOE independently - thus surely failing to meet the legal requirements outlaid within the 2010 Equality Act, entirely. Almost every door within this building is heavy and must be pulled towards oneself in order to be opened - an impossibility for a wheelchair user with limited use of their arms and upper body. This means that I have to wait until a passerby comes to by aid in order to get anywhere. My Programme Leader and Programme Administrator have fought tirelessly to secure accessible rooms for classes - however this has largely been met with excuses and justifications as to why it cannot happen. Indeed, when I enquired as to modifications that could be made to better assist wheelchair users, I was told that UCL is 'limited by what it can do, as the IOE building is grade -listed'. This for me, *raises* more questions than it *answers* - if UCL is in fact limited by what it can do, and cannot modify its doors and entrance ways for example; then it clearly is failing, and cannot fulfil its duty to make 'reasonable adjustments to its premises' for people with disabilities. Moreover, UCL proudly invites people with physical disabilities, but how can they do so, whilst choosing to continue to hold classes in rooms and buildings that remain inaccessible? It is a complete contradiction.

The 'disabled toilets' that I use at the IOE can barely be called such, insofar as they fail to consider the needs of its disabled users - two that I have used have been built at the back of the main Ladies and Gents toilets; which means that the disabled ones are cramped, and can only be accessed via a set of double doors - double doors that are again, impossible to open as a wheelchair user. I'm now in my second year at UCL'S IOE, but I have never entered the toilet independently - to do so, could have catastrophic consequences, particularly in the event of an unexpected fire, for example. I have always been an independent disabled woman, but regrettably and unacceptably, I feel that UCL is DISABLING me more.

**Additional Feedback**

I'd like to see more being done on a regular basis to actively elicit the views of people with disabilities, so that they can actively participate in changing the issues that impact them.

I have also encountered a patent example of disability discrimination at UCL'S IOE, at the hands of one of its security staff. The IOE is a *public* building, which welcomes hundreds of different visitors on to its premises daily. Moreover, the building as a DISABLED ACCESS door for people with disabilities to use as an alternative to the main entrance, which has stairs leading to it. I was informed in correspondence with Student Support and Wellbeing, that I can gain entry into the building via said access door without the need of my Student card, as it is a public building. On the one occasion that I didn't have my card on my person, I pressed the intercom and was expecting to be buzzed in without issue. On the contrary though, after several minutes of being kept waiting, said security guard came outside to explain (very rudely) that he was not 'letting me' into the building and that I was to WALK AROUND to another entrance. Three weeks earlier, I also witnessed the same security guard arrogantly inform a woman on CRUTCHES 'that she cannot come in this way'.

The instances that I have outlined above show, to my mind, that while UCL may well be concerned with appearing inclusive, little is done to practice and progress inclusion, which is a shame, as they are doing an almighty disservice to the people who they purport to support and welcome. Without the support of my Programme Leader / Personal Tutor, I would have been forced to withdraw from my studies

I'd like to see more being done on a regular basis to actively elicit the views of people with disabilities, so that they can actively participate in changing the issues that impact them.

Testimony of disabled student #29

**Department feedback**

So far I had only positive experiences in the department. Everyone has been really supportive and understanding of my condition (which is cerebral palsy). I have received support and guidance from all levels of academic staff (from tutors to a program leader).

**SSW Feedback**

I really liked my SORA adviser. He was really clear and explained a lot of things and suggested several useful adjustments I did not know existed (like booking a taxi from home to IOE for 1.50 pounds). We had some issues with my Personal Evacuation Plan as it was really hard to get in contact with Health and Safety advisor and as a result implementing my PEEP took a very long time. However, it has been sorted now.

**Estates Feedback**

Buildings in Wolburn Square are inaccessible to me. Otherwise everything else is fine

**Additional feedback**

Making more buildings accessible

Testimony of disabled student #30

**Department feedback**

Academic department brilliant, particularly my PhD supervisors. Simple things like letting me make audio recordings of meetings have made a huge difference to me.

**SSW Feedback**

Massive problems with Student Support and Wellbeing services. I have been unable to get a SORA in place because of problems with evidence needed. With autism, there seems to be a lot of confusion on what evidence they want. They have also told me I cannot get support without providing full Psychologist report because it is illegal under the Equalities Act. This is of course completely untrue as the law states no such thing.

**Estates Feedback**

No problems for me.

**Additional feedback**

Improved training for staff on Equality Act 2010

Testimony of disabled student #31

**Department feedback**

In my previous department, the learning and leadership at IOE, my supervisor asked me to leave UCL and interrupted my progress by not giving me time to finish my work and ask for it before it was done and raise a consideration in my department that I cannot write which causes me a lot of stress and I raise that I am in pain and cannot focus but they force me to continue which affects my academic achievement and refuse to give me sick leave even when I lost two of my family members in 2019. Even when I went to the wellbeing centre and sent them an email that I am not well, they recommended that I take a sick leave however the learning and leadership at IOE ignored this which caused me a problem and when I went to Accident and Emergency my blood pressure was over 200. It was unfair and very stressful to see my previous supervisor convincing others that I am below the standards and using my own time for supervision to convince me that I am a loser and should leave the university and when I asked him any academic questions, he gave me more than one answer in different directions to confuse me more and in his feedback he wrote words like 'unclear', 'interesting' and 'people do not know what is inside your head' which did not help to clear the direction for developing my project. He was always scaring me that I'll be kicked out of the university at any minute. Please note that the bullying happened to me in front of other staff members and none of them helped me or raised the concerns to the university. They did not stop causing me pressure by asking me to attend the university and bullying me(although I report that I am not well and I am seeing doctors) until the faculty tutor helped me to take two months as sick leave then change my department in April 2019 ,which makes things better and helped me towards recovery. I am so happy with my new department and the new supervisors after suffering for a long time.

**SSW Feedback**

The Wellbeing Centre did not respond to my complaints for the bullying that I was receiving since 2017 until I met one of the mental health managers on the 10th December 2019 where he helped me to get medical assistance and speak to the dean of students really he saved my life as I was in bad pain and he told me that there is something wrong and I have to see the doctor and he was right about the fact that my blood pressure was over 200 and I never had high blood pressure before.

I believe the support for me was poor because The SORAs was not written from the beginning to suit a PHD level.(As the upgrade document and PHD thesis are different from undergraduate and Master essays.)Also, there should be an online link that allows us to apply for sick leave, extenuating circumstances and deadline extensions without going through the departments and the supervisors . Also, when the students feel at any point that they are stressed they should have at least two weeks to calm down and think about what to do. (as a student with dyslexia when I have stress, I always become completely blank and cannot think at all.)

**Estates Feedback**

At IOE, they did not give me a desk with desktop as we share the same room with other PHD students and most of the time there is no space or desktop for each one of us which interrupts my studying badly and the light for the rooms is so bright for me.

**SPCS feedback**

Every time I tried to go, it was extremely busy and I went to private sessions because I was in so much pain. Please note that I contacted the night-line phone services many times but there was no reply.

**Additional feedback**

Yes, to provide a online booking system. Also, we need suitable research rooms and I really need a desk with desktop for me until I finish my studies.other Phd students at different faculties they do have that for each student(This problem is mainly at IOE.) as far as I know.

Train the university staff to be more professional and not upset with our disabilities.Also, do not allow PHD supervisors to supervise someone with dyslexia unless they take a training in how to organise the supervision effectively for people with dyslexia.

Would you please update the guidelines for MPhil/PHD upgrading documents as it is not clear at all and this is not fair for us.

Testimony of disabled student #32

**Department feedback**

My supervisors ignored my dyslexia even though I told them about my needs at the beginning of my course. They also refuse to take my SORA into account. They tell me that my academic conversations are unsatisfactory after supervision sessions. They also used my work from my first year to work on another project without my consent and ignored me when I tried to address this with them. They also wrote a negative report on my progress throughout my second year and I believe that this is due to my disability. They do not think that I am capable of completing a PhD as a student with dyslexia. They also told me that they don't understand dyslexia even though one of them has a child with dyslexia.

**SSW Feedback**

When I told the well-being services about my supervisors taking my work without my consent to use for another project, they didn't support me with my concerns. One advisor actually told me to count myself lucky that my work had been plagiarised. This is not professional and I feel like I have nobody to turn to now.

**Additional feedback**

I want them to change the procedure for dealing with student complaints about poor supervisors.

As well as experiencing problems due to my disability, I also personally experience a lot of institutional racism at UCL and this needs to be dealt with. I find that as a student of colour, my supervisors never know anything about supervision procedures even though they have been doing it for years. And instead they send me to look for basic information myself. Thus the support I receive is of a very poor standard.

Testimony of disabled student #33

**Department feedback**

The support I got was very variable depending on the lecturers and module leaders. Some were amazing and really made an effort, but others didn’t seem bothered. For example, one lecturer insisted that we move seats every week and sit with different people, but I’m autistic and found this extremely difficult. The lecturer was very reluctant to allow me to sit in the same place each week, even though my SORA states I should be allowed to sit near the door in all lectures so that I can leave quickly if I’m anxious or need to take medication. Another lecturer, however, did an amazing job of supporting me by emailing me before every lecture with information about the lecture content and what group activities would be taking place. This really helped my anxiety and made it much easier for me to concentrate in my lectures.

**SSW Feedback**

I had my first meeting with disability services regarding my SORA in a building I couldn’t get into as there were too many stairs.

**Estates Feedback**

Lots of the disabled toilets had the red emergency cords tied up which is pretty dangerous. I have a condition which means I can faint when I stand up, so it’s quite dangerous if I pass out and can’t pull the cord for help. I also found some of the doors very heavy and once dislocated my shoulder trying to open one!