# For University Staff:

Q:  Will using My Study My Way make a University fully compliant with the Equality Act?

**A:**  Using the My Study My Way process properly will ensure that every student is proactively encouraged to disclose need across all areas of protected characteristic as required by the Equality Act (2010). With the student being provided with all the necessary information to access relevant services and adjustments and a powerful overview of the aggregated data provided to university teams to inform their inclusivity strategy and policies, My Study My Way will help to ensure that you go further than a position of compliance to one of a best practice approach to diversity.

Q:  As well as providing Reasonable Adjustments Advice, will My Study My Way provide any other benefits?

**A:** Yes. My Study My Way also covers areas of mental health and health and safety as well as a range of advice about social clubs, accommodation, financial support services, study skills support and more.

Q: Will Students be prepared to complete this profile. They have a lot of forms to complete already

**A:** We can provide information that explains the benefits of completing a My Study My Way profile to the student. It serves as a way for them to better understand their own unique learning needs and style and provides them with a personalised action plan to ensure they get the best out of their University experience.

Q:  Will My Study My Way work with our existing systems and processes?

**A:**Absolutely, My Study My Way is designed to sit alongside and complement your admissions and student services processes. It has been developed to act as a standalone student led tool with simplicity of implementation and low admin burden on staff in mind.

Q: Does My Study My Way offer any support to organisations to establish the service?

**A:** Yes. We will help set up the system and ensure that it is established and running smoothly with relevant localised signposting and information included for your institution.  If you would like some help on an on-going basis we can provide additional support from our Managed Service team. This will be at a very low level (as little management of the process is needed) and can assist with any updates or student questions and provide regular executive reporting so that the impact of the service is clearly conveyed to your senior management team.

Q:  We already have a Student Support team in place what does this do that they do not already cover?

**A:** A major challenge faced by Student Support teams is encouraging students to disclose any needs they have and then implementing reasonable adjustments in a timely fashion. My Study My Way puts the student in the driving seat of identifying any barriers they may face during the course of their studies and then signposts what they need to do next to remove these barriers whilst highlighting levels of need across the student cohort to the University. Having a method whereby all students complete a profile (with questions spanning all the different areas of impairment and all 'protected characteristics' as defined by the Equality Act 2010) and instantly receive tailored advice and next steps to remove barriers absorbs a lot of the hard work for the Student Support team and the data provided about the needs of the student body puts them on the front foot in creating an Inclusive Learning Environment for everyone.  Where research has shown that as many as 56% of people could benefit from some sort of adjustment (Forrester research 2005) a much needed automated approach that automatically applies expert recommendations is key in resourcing teams appropriately to address this.

Q: How long are the reports, Student Support and Wellbeing teams really don’t have much time to read big pieces of information?

**A:** My Study My Way gives information in short powerful nuggets to the relevant person. Acting a bit like a Satnav system, it provides the information you want at the point you need it. The report is modular so the student can share relevant bits via email with headline facts and actions. It’s also worth noting that, unlike other approaches to diversity, the process is student led with many adjustment requirements already being addressed by Universities but the student unaware of the services already available for their specific needs. If the student's needs change they can return to the profile to get advice for additional needs.

Q: Will we get lots of reasonable adjustment requests and not be able to manage them?

**A:** No, that’s really the key point to My Study My Way. At the moment, you are likely to be getting fewer requests for your new intakes compared with the actual level of needs you would expect from your Students and then finding that requests are coming through at key pressure points in the Academic year which would suggest that students are not choosing to give you the information until they reach a crisis point. Sadly some may never come forward and may simply decide to abandon their course. My Study My Way encourages students to think about potential barriers, collates the information and empowers them to act early to access any support that is needed before they encounter difficulties. The student can email information from the report to relevant teams to support discussions and the overall anonymised data gives a good understanding of what Universal adjustments can be implemented to improve the learning environment for everybody. So it will not feel overwhelming or daunting, just sensible and appropriate.

Q: I am concerned that this will result in loads of claims from people who have completed a profile and that it sets unrealistic expectations for them about the support a University can reasonably provide.

**A:** Quite the opposite is the case in fact. My Study My Way makes it very clear to the student that whilst the University wants to be as supportive as possible reasonableness is at the heart of the solutions you are able to provide. An additional benefit is that throughout the report the student is encouraged to take control for themselves as well and work proactively with Student Services and teaching staff to implement sensible solutions and is pointed to lots of self help information and funded support such as DSAs. The result is a distributed approach with very little escalation or central management (or budget) required.

Q: We are a really small University is this going to create lots of extra work for us?

**A:** Not at all, My Study My Way  is meeting a need that you have an obligation to provide for all students. By creating a report that gives the student all the information they need to put the adjustment in place themselves or links them to the person that can help them with it, the time and money you save not having to start from scratch is extensive.