

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our visitors

### **Access Statement for Student Services Hub**

Our friendly and welcoming Student Services Hub (“the Hub”) is your first point of call for a wide range of student enquiries

- ✓ Academic progression, thinking of leaving, requests to withdraw or take a leave of absence
- ✓ Accessibility and inclusion
- ✓ Careers and employability
- ✓ Counselling and emotional wellbeing
- ✓ Enrolment
- ✓ Exams
- ✓ Fees and payment facilities
- ✓ Graduation
- ✓ Immigration
- ✓ Module registration
- ✓ Money advice
- ✓ Support for Learning

## Where?

The Hub can be accessed via the Queens Court entrance of the Cottrell Building.

## When?

Opening hours are Monday to Friday, 9am\* to 5pm

\*(10am opening on Tuesdays to allow our team to undertake staff training)

Busy times are 11:00 to 14:00 daily

Prefer a quieter time? Try visiting outside of these hours

## Inside the Student Services Hub

- There is step free, level access throughout the Hub.
- There are three information desks at which customers can meet with a Hub Assistant
- There are seated waiting areas including couch style, chairs with arms and space for wheelchair users, located to the left and right of desks where visitors can wait comfortably to be seen.
- There are two seats with arms next to each information desk and space for wheelchair users
- There are semi private spaces to the rear of the main Hub space where students can request to talk to a Hub Assistant more privately.
- There are placards on each desk which say “Prefer to talk to an adviser in private?” Students can simply gesture to these cards and will be able to speak to a Hub Assistant in private without having to ask out loud.
- There are wheelchair accessible consultation rooms attached to the main space where students will be seen by an adviser if they have made an appointment.
- The floor surface is carpeted and non-slip

- There is ample room within the Hub to maneuver and turn a wheelchair or pushchair.
- The area is evenly lit by overhead lighting.
- All desks have portable hearing loops which can be taken to a semi private space or individual room if required when speaking to an adviser.
- We have a large screen where current information is displayed. All in-house video is subtitled as standard.
- There is a ticket system in place for queue management. When it is your turn, the Hub Assistant will call the next number. This number is also displayed on a large screen behind the information desks. If you have a visual impairment please call the hub in advance to inform the staff when to expect you to enable them to assist you with a place in the queue.
- There is very low level background music playing to enable students to speak freely at the information desk and minimize being overheard. However for hearing impaired students, or those who experience anxiety in crowded or noisy areas, we have one to one rooms available for consultation on request. Please ask a Hub Assistant.
- There is a water cooler with disposable cups, fresh fruit and magazines that students can help themselves to whilst in the waiting area.
- There are two self-service terminals which offer touch screen information which are accessible by wheelchair users.

## **Travel and Car Parking**

Stirling campus is located three miles from Stirling town centre and is served by local bus and taxi services that stop at the Queens Court entrance to the Cottrell building.

Accessible taxis are available directly outside Stirling train station and accessible buses are available directly across the road from the train station via a pedestrian crossing.

## [Taxis and buses to campus](#)

Car parking for students and visitors is located mainly to the rear of the Cottrell building, with accessible parking spaces located directly at the back door to the building.

There is an accessible drop off point at the Queens Court entrance to the Hub, where the steps to the building are located. These external steps from Queens Court have hand rails, and internal stairs are mostly fitted with contrasting edge nosing and handrails.

Level access to the Hub from the Queens Court drop off point can be found via automatic doors by turning right at the Queens Court entrance and following the signs for accessible entry into the 2Z corridor. Automatic doors then lead to the entrance to the Hub.

## [Parking spaces](#)

The route to the Hub from this car park is accessible, on the same level and with automatic doors.

## [Accessible routes to the Hub](#)

### **Toilets**

Accessible toilets are provided within all main buildings on the Stirling Campus. Additionally there is a changing places toilet in the MacRobert Centre directly opposite Queen's Court entrance to the Cottrell Building and Hub

## [Accessible Toilets](#)

## Additional Information

We welcome assistance dogs, and a water bowl is available.

Clear signage is used throughout the Hub; this is produced in sans-serif fonts with no text less than 18 pt. in size. Posters have large writing on high contrasting background colours. If you require information in any other format, we are able to provide a variety of accessible materials and online accessible texts. Please ask a Hub Assistant.

Counsellors' and advisers' notes and information students provide during meetings with Student Support Services staff (including the Student Hub team), or as part of registration, pre-assessment or initial identification of needs forms will be held securely within case management systems operated by the Student Support Services team.

Staff working for Student Support Services will not pass on personal information about students, except in exceptional circumstances. Read our confidentiality and data sharing statement for more information about how we use and safeguard your data.

[Confidentiality and Data Sharing](#)

## Contact Details

Student Services Hub

Queen Court Entrance

2A1 Cottrell Building

Tel: 01786 466022

Email: [ask@stir.ac.uk](mailto:ask@stir.ac.uk)

Web: [Student Services Hub](#)