

Support Services Questionnaire

Name of Partner Institution: Kobe Shoin Women's University

Counselling / Well-being Service	
Is there a counselling / well-being service available to visiting students? (If Yes, please give details)	Yes. The Counselling Room on campus is open on weekdays.
Address/contact details:	Counselling Room within the Student Affairs Office
How do students access this support?	Students make an appointment.
Is this support free of charge?	Yes.
Is this support accessible by English speakers?	Not directly accessible by English Speakers. You may ask for a consultation accompanied by Shoin teacher(s) or staff who can speak English.

Mental Health Needs	
Is there any support for mental health needs? e.g. a mental health advisor/worker (If Yes, please give details)	Not available on campus. We will assist to find professional support in the area.
Address/contact details:	
How do students access this support?	
Is this support free of charge?	
Is this support accessible by English speakers?	

Learning Support / Disability	
Is there a learning support or disability service on campus? (If Yes, please give details)	Yes. Student Support Section at Student Affairs Office.
Address/contact details:	Student Support Section within the Student Affairs Office.
How do students access this support?	Contact Center for International Exchange Office, who will arrange the appointment with Counselling Room.
Is this support free of charge?	Yes.
Is this support accessible by English speakers?	Not directly accessible by English Speakers. You may ask for translation help from Shoin teacher(s) or staff if needed.

Are any of the following available or permissible at your institution? Please add note/cost if there is a cost associated.	
Accessible classrooms, i.e. wheelchair friendly?	Limited access on campus
Access to specialist software on open access PC's	No.

Loan of laptop and/or digital recorders	No.
Permission to use digital recorders for lectures?	Case by case.
Access to mentor support (organising workload, planning and structuring time, managing the practical and emotional factors of starting at a new university, providing practical solutions to the students concerns and queries)	One English-speaking teacher from English Dept. and one Japanese teacher from Japanese Dept. will be assigned.
Access to 1-1 Study skills tutor (planning and structuring written work and practicing for presentation. For students with specific learning difficulties)	One English-speaking teacher from English Dept. and one Japanese teacher from Japanese Dept. will be assigned.
Provision of note-takers for lectures (for students with specific learning difficulty, visual or hearing impairment)	Case by case.
En-suite facility in bedrooms? (for students with medical conditions)	All rooms in the dormitory have en-suite bathroom and toilet.
Accommodation on campus? (for students with mobility difficulties)	No.
Access by bus service to campus from non-campus accommodation? (for students with mobility difficulties)	No.
Examination adjustments for students with evidence based need (e.g. 25% extra time, scribe/reader, use of pc rest-breaks)	Case by case.

Many thanks for your time and co-operation
York St John University
Student Services