

Despite great efforts by the international community to lift people out of poverty, inequalities and great disparities in access to health and education services and other productive assets continue to exist.

In this regard, despite the fact that income inequality between countries has been reduced, it has increased within them. Consequently, there is a growing consensus that economic growth is not enough to reduce poverty if it is not inclusive and does not take into account the three dimensions of sustainable development: economic, social, and environmental.

SDG 10 then, seeks to reduce inequality through the application of universal policies that also pay special attention to the needs of disadvantaged and marginalized populations. At this moment, COVID-19 has intensified existing inequalities, hitting the poor and most vulnerable communities the hardest. It has exposed the economic inequalities and fragile social safety nets that make vulnerable communities suffer the consequences of the crisis. At the same time, social, political, and economic inequalities have amplified the effects of the pandemic.

PNU provides a set of policies, activities, actions, and support to contribute to the fulfillment of SDG 10. These elements will be shown in the development of the following document.

### **Non-discriminatory admissions**

Princess Nourah bint Abdul Rahman University (PNU) is committed to moving towards excellence and leadership at the academic level by emphasizing the provision of equal opportunities for new students. The university is working to spread and activate the policy of non-discrimination among applicants to study in all aspects related to age, disability, marital status, race, or religious sects.

Regarding the admission policy at the PNU university, the Deanship of Admission and Registration adopts a clear vision, and the external audience shares it on all electronic communication channels.

### **Admission and Registration:**

The Deanship of Admission and Registration was established at Princess Nourah bint Abdulrahman University in 1411 AH, and it is one of the deanships of the Vice-Rectorate for Educational Affairs. It is the tributary of the university and one of the most important supporting deanships. It is the main communication channel between the university and its students starting from their admission until their graduation, as well as between the faculty member and students, and it is in charge of many services relative to admission, registration and academic guidance in accordance with the approved regulations, rules and policies.

### **Vision:**

Leadership in providing the best levels of academic support to beneficiaries, locally and globally.

### **Mission:**

To improve the performance of admission and registration processes and services with the optimal employment of technology in all processes through distinguished human cadres.

### **Values:**



Documents:



The university also allocates committees that study academic cases for female students, as all advanced cases are studied, and recommendations are submitted to the higher authorities to take appropriate action.

The next figure is a copy of the permanent committee for studying academic cases of female students.



Kingdom of Saudi Arabia offers scholarships for non-Saudis for enrollment in Saudi universities for various purposes including, but not limited to, spreading the message of Islam, teaching Arabic language, dissemination of sciences and strengthening collaboration between Kingdom of Saudi Arabia and the world countries to serve humanity. Princess Nourah Bint Abdul Rahman University is keen to provide equal opportunities for all without regard to ethnic or sectarian differences,

**Scholarship:**

- It is the seat granted to non-Saudi female student for studying at PNU.

### **Types of Scholarships:**

- External scholarships for non-Saudi female students from abroad, and such female student shall be sponsored by PNU.

Internal scholarships for non-Saudi female students residing within KSA by virtue of legal residence.

It is worth noting that there are study seats allocated to support minorities, those with special affairs, and people with special needs, as follows:

- 10 % of social security beneficiaries and needy families are accepted.
- Allocating 100 academic seats for unknown parents.
- . of non-Saudi students are accepted in all colleges except for health colleges 5%3.

The Princess Nourah Bint Abdulrahman University (PNU) targets all the community regardless of ethnicity, religion, disability, or gender. "No one left behind" is a goal that every leader at the PNU. The following policy supports that admission to PNU is not discriminatory, it ensures accessibility and inclusion regardless of ethnicity, religion, disability, or gender.

The policy includes the institutional guidelines for implementing public policy on standards, awareness, prevention and punishment of forms of violence and discrimination based on gender at the University. These guidelines contribute to improving the quality of life of the academic community in accordance with the commitment assumed in the Institutional Development Plan to guarantee human dignity from a biopsychosocial and cultural perspective. This policy seeks to transform social relations between people in the university community, through the implementation of equitable and inclusive practices for gender equality.

The purposes equity policy are:

- Strengthen the generation of knowledge through research and extension processes by promoting the practice of inclusion in the areas of scientific development and innovation.
- Develop actions that promote equal opportunities for the academic community in training, research, extension, professional, labor, academic and administrative management activities, and harmonize work, family and academic life
- Strengthen measures for the care, assistance, monitoring and referral of acts of gender-based violence, committed in any physical or virtual space, in the institution or outside it, within the framework of missionary functions
- Transform gender notions, imaginations and practices through the implementation of education and communication strategies that affirm a university culture that values and respects difference and rejects all forms of discrimination
- Progressively incorporate the differential approach to human rights in the design processes, curricular reform, teaching-learning processes and in the analysis of indicators in institutional processes.

PNU offers diplomas, bachelor's, and postgraduate degrees. It has over 60,000 students in 34 colleges in the city of Riyadh and in the neighboring cities, a preparatory year program for all first-year undergraduate students, an Arabic Language Institute (for non-speakers of Arabic), a Deanship of Community Service and Continuous Education, and a Community College. It has more than 5,000 academic and administrative staff. The next figure shows the policy implemented by the university against discrimination that allows access to any member of society.

### **Admissions of underrepresented**

The Kingdom of Saudi Arabia is keen to provide equal opportunities for all segments of society and pays great attention to the care and follow-up of the educational, health, and economic needs of the children of martyrs, low income, and special needs.

The Kingdom has taken many measures that will enhance social protection for people with special cases and achieve their full social integration into society. This protection is organized through the creation

of a legal, institutional, and program framework that provides social protection for them.

The National Education Development Strategy also emphasizes providing equal learning opportunities and support systems for all students, through the following policies:

- Developing policies related to identifying and classifying students with special needs.
- Developing scientific tools that identify and evaluate students with special needs.
- Awareness and perception development and building of policies and frameworks; To integrate students with mental and physical challenges into general education.
- Creating equal enrolment opportunities for equal and appropriate education in schools for students with all special needs without regard to gender, physical social background, geographical location, or the nature of the special needs.
- Providing customized learning opportunities that meet the special needs of talented and creative students.
- The introduction of school support systems for students at risk.
- Providing other or alternative opportunities for lifelong learning for those outside the educational system or who have not enrolled in school

Princess Nourah bint Abdul Rahman University follows in the footsteps of the state and in accordance with the regulations in place for the care of people with special cases. It is worth noting that there are study seats allocated to support minorities, those with special affairs, and people with special needs, as follows:

- 10% of social security beneficiaries and needy families are accepted.
- Allocating 100 academic seats for unknown parents
- 5% non-Saudi women are accepted in all colleges, except for health colleges.

The next figures show the minutes of the tenth meeting of the Higher Education Council



### Mission:

To help students with special needs and provide them with comprehensive support according to their educational requirements by creating an academic environment in accordance with their own needs to achieve success in university learning and qualify them for the labor market.

### Values:

- Professionalism, integrity, justice, empowerment, perseverance and cooperation.

### Objectives:

- To provide academic support for students with special needs.
- To raise college society's awareness about the rights of people with special needs.
- To improve facilities readiness to meet students needs.
- To provide advisory services to faculty members regarding teaching students with special needs.
- To provide training courses to prepare students for future professions.
- To create community partnerships with the concerned institutions in order to support their integration into the labor market.

PNU, being a public university, welcomes and supports compliance with various guidelines at the national level, among them are the national regulation policies in education, and specifically the regulations of the system of the Higher Education Council and its regulations which tend to provide tools to allow admissions of underrepresented groups.

- Educational regulation





- The system of the Higher Education Council and universities and its regulations



## **Anti-discrimination and anti-harassment policies**

The Kingdom's laws included explicit texts aimed at protecting and promoting human rights, chief among them the Basic Law of Governance, the Judicial System, the Board of Grievances System, the Penal. Other regulations such as labor, health, education, social security.

The most prominent laws, regulations, and decisions that directly protect human rights, and which represent the legal framework for human rights [7]:

### **The Abuse Protection System:**

Issued by Royal Decree No. M / 52 dated 11/15/1434 AH corresponding to 09/21/2013 AD, this system constitutes one of the important national frameworks to address the various forms of harm that may face a number of groups of society. The system defines victimization, aiming to ensure protection from Mischief of all kinds, and provide assistance and treatment, and work to provide shelter and social, psychological and health care for his victims, take the necessary legal measures to hold the perpetrator accountable and punish him, and spread awareness among community members about the concept of victimization and its implications.

### **Disabled care system:**

Issued by Royal Decree No. M / 37 dated 9/23/1421 AH corresponding to 12/19/2000 AD, and it included provisions that protect and promote the rights of persons with disabilities, the system knew all of the people with disabilities and the handicapped, and it was not satisfied with the provision on the therapeutic side, but went beyond it to the preventive aspect, as Article (2) of it stipulated that:" The state guarantees the right of the disabled person to care, prevention and rehabilitation services, and encourages institutions and individuals to contribute to charitable work in the field of disability...", and the system was in line with the relevant international standards.

### **Working to reduce inequalities at Princess Nourah University**

Princess Nourah University operates within an explicit national framework that provides protection and justice for all individuals in various circumstances and cases.

1. The university has established a unit for the protection of female students' rights, which deals with looking into the legal and rights aspects of female students at all levels and regardless of nationalities.

The Female Students' Rights Protection Unit aims to achieve a homogeneous university community in which the spirit of mutual cooperation prevails between its affiliates and the establishment of principles of justice and fairness among all university employees. The unit also develops a culture of justice and fairness and provides legal advice. A document was prepared to protect the rights of female students at Princess Nourah University through units and committees distributed in all colleges

2. The university made a document of the rights and obligations of female students:

This document is considered as a humanitarian and ethical framework that organizes the social relationship between the university and its students in terms of their rights and obligations, in which the spirit of love, friendliness and harmony prevails in a manner that guarantees a stable academic and educational life and qualify them to enter the throes of life in the future. This document is not considered a substitute for the applicable regulations, but rather revolves around the university rules and regulations and does not contradict them and aims to inform the university student of her academic and non-academic rights and obligations.

This document includes ethical regulations that oblige the student to adhere to public morals within the university, and not to carry out acts that violate morals or harm others.

A document on the rights and obligations of female students announced on the university's official website. See the figure 4.

3. The university has formed a permanent committee to protect the rights of female students headed by the Dean of Student Affairs, and the committee is concerned with looking into all legal and regulatory matters for female students. Figure 3. Show a copy of the committee's decision

In addition, the university depends on the disciplinary list, which includes a number of violations that require accountability, and it is a regulation published on the university's official website

The regulations are activated through the Permanent Committee for Student Disciplinary at the Deanship of Student Affairs, which is mandated to study student offenses filed by the various departments, colleges, centers, and departments of the university, to decide and estimate the punishment that the student deserves accordance with the rules and texts of the disciplinary list, and it is formed by a decision of His Excellency the Director of the University.

Violations: All that contradicts the provisions of Islamic Sharia, state regulations, university bylaws, and all that violates public order and morals and all that is included in the disciplinary list.

The most prominent violations mentioned in the disciplinary list:

1. Performing any act or statement that violates the honor or dignity and violates behavior, morals, and public morals.
2. Assault, by word or deed, on university employees or any person inside the university campus.

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The policy includes the institutional guidelines for implementing public policy on standards, awareness, prevention and punishment of forms of violence and discrimination based on gender at the University. These guidelines contribute to improving the quality of life of the academic community in accordance with the commitment assumed in the Institutional Development Plan to guarantee human dignity from a biopsychosocial and cultural perspective. This policy seeks to transform social relations between people in the university community, through the implementation of equitable and inclusive practices for gender equality.

The purposes equity policy are:

- Strengthen the generation of knowledge through research and extension processes by promoting the practice of inclusion in the areas of scientific development and innovation.
- Develop actions that promote equal opportunities for the academic community in training, research, extension, professional, labor, academic and administrative management activities, and harmonize work, family and academic life.
- Strengthen measures for the care, assistance, monitoring and referral of acts of gender-based violence, committed in any physical or virtual space, in the institution or outside it, within the framework of missionary functions.
- Transform gender notions, imaginations and practices through the implementation of education and communication strategies that affirm a university culture that values and respects difference and rejects all forms of discrimination
- Progressively incorporate the differential approach to human rights in the design processes, curricular reform, teaching-learning processes and in the analysis of indicators in institutional processes.

PNU, being a public university, welcomes and complies all government policies of Saudi Arabia, therefore it is consistent with the policies and guidelines established by the Ministry of Education [8], which have mission is "Make education available to all and raise the quality of its processes and outputs. Develop an educational environment that stimulates creativity to meet the requirements of development. In addition to improving the education system governance, develop the employees' skills and capabilities. Lastly, provide the learners with values and skills necessary to become good citizens who are aware of their responsibilities towards family, society, and homeland ". The ministry has the following strategic objectives, which seeks to ensure education for all and promoting lifelong learning opportunities. All strategic objectives are shown below.

### Strategic Goals

1. Promoting values and national belonging.
2. Improving learning outcomes and the global positioning of the educational system.

3. Developing the education system to meet the requirements of the labor market.
4. Developing the capabilities of the educational cadres.
5. Enhancing participation in teaching and learning.
6. Ensuring education for all and promoting lifelong learning opportunities.
7. Empowering the private and non-profit sectors and increasing their participation to improve the financial efficiency of education.
8. Raising the quality and effectiveness of scientific research and innovation.
9. Developing the university system and educational and training institutions.



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## **Diversity, equity, inclusion and human rights on campus**

Princess Nourah bint Abdul Rahman University is keen on establishing and activating a large group of committees and sub-units that deal with minority affairs, achieving justice, equality, and preserving rights. All these committees operate under deanships and units and have a clear working mechanism and all procedures published on the university's official website.

The most prominent activated committees in the field of female students' rights and equality are:

### **1. Student Fund Administration Committee:**

It is one of the major facilities in the Deanship of Student Affairs for its direct contact with students' financial affairs and their special needs. The Students Fund at Princess Nourah bint Abdulrahman University is one of the important facilities in the Deanship of Students Affairs as it is directly relative to students' financial affairs and their special needs. The Fund was established under special regulations that govern students' funds and educational institutions under the Higher Education Council's Resolution No. 27/12/1423 AH, issued at its twenty seventh session dated 02/11/1423 AH, and culminated with the approval of the Custodian of the Two Holy Mosques the late King Fahd bin Abdul Aziz, the Prime Minister and Chairman of Council of Higher Education under the Directive no. 7/b/45888, dated 23/11/1423 AH. The Fund has financial and administrative autonomy under supervision of a board of directors, which is directly linked to the Rector. Furthermore, it seeks to provide scientific, social and financial stability for students of the university through providing financial support to the programs of Student Activities Department and Guidance and Counseling Department at the Deanship of Students Affairs. As well as rendering services to students, including advances, subsidies, loans and student employment program, and the Fund also oversees students' service centers.

### **Objectives of the Fund**

- Provide subsidies and loans to the University's regular students.
- Support programs of Students Activities Department, Guidance and Counseling Department, and Student Partnership Programs at the University as well as presenting awards for outstanding students.
- Establish useful service projects for students of the University.

### **2. The permanent committee for the protection of students' rights:**

It is activated under the umbrella of the Students' Rights Protection Unit and aims to educate female students of their duties and rights and protect them in accordance with the university's rules and regulations.

The objectives of the Students' Rights Protection Unit:

- Raising awareness among students of Princess Nourah bint Abdulrahman University and all members of the educational and administrative staff of the rights and obligations of university students.
- Providing the necessary legal advice to female students and informing them of their university rights.
- Instructing female students how to obtain their rights by resorting to the official authorities within the university, within the framework of the rules and regulations in force at the university, and in accordance with the powers of the stipulated committees.
- Developing a culture of justice and fairness among female students and university employees.

3. **Student Academic Cases Study Committee:**

Activated under the umbrella of the Deanship of Admission and Registration to study everything related to various academic cases that may be concerned with minority affairs at the university.

4. **Forming the Academic Affairs Committee for students with special needs, to do the following:**

- Checking the medical reports.
- Review the educational program and course requirements for the student.
- Determining the appropriate academic adaptation for the student.
- Determine the appropriate teaching methods/classroom activities/assessment method.

5. **Administrative units to follow up student's grants**

Providing grants to Saudi and non-Saudi female students. Two types of grant:

**Continuous Grant:**



A monthly grant for one semester (five consecutive months).

- The maximum amount of the Continuous Grant is the monthly stipend amount of the student.
- The minimum amount of the Continuous Grant is SR 500.

#### **Conditions of the Continuous Grant:**

- The student shall be regular student at the time of applying for the grant.
- The student must be of good conduct and not be subject to disciplinary action.
- She must have proof of her need for the grant.
- The student shall not be entitled to apply for continuous grant for a maximum of two times during her university study.
- The student shall not combine the continuous grant with the university stipend, nor the continuous grant and lump sum grant at the same time.

All information available on PNU website



#### **Universal Access Center**

Princess Nourah bint Abdulrahman University (PNU) has a universal access center that guarantees all students with different disabilities the proper development of their activities in the development of academic programs [10]. This a specialized center which is established to support

students with special needs through providing high quality and comprehensive services related to academic, administrative, psychological, social and technical aspects, based on the latest research practices, research evidence and international standards; thus, it contributes to the integration of these groups and enabling them to serve themselves and the community.

### ***Vision, Mission and Objectives***

Vision:

To enable students with special needs to get university education of an international quality and competitive distinction.

Mission:

To help students with special needs and provide them with comprehensive support according to their educational requirements by creating an academic environment in accordance with their own needs to achieve success in university learning and qualify them for the labor market.

Values:

Professionalism, integrity, justice, empowerment, perseverance and cooperation.

Objectives:

- To provide academic support for students with special needs.
- To raise college society's awareness about the rights of people with special needs.
- To improve facilities readiness to meet students needs.
- To provide advisory services to faculty members regarding teaching students with special needs.
- To provide training courses to prepare students for future professions.

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#### Strategic Goals

10. Promoting values and national belonging.
11. Improving learning outcomes and the global positioning of the educational system.
12. Developing the education system to meet the requirements of the labor market.
13. Developing the capabilities of the educational cadres.
14. Enhancing participation in teaching and learning.
15. Ensuring education for all and promoting lifelong learning opportunities.
16. Empowering the private and non-profit sectors and increasing their participation to improve the financial efficiency of education.
17. Raising the quality and effectiveness of scientific research and innovation.
18. Developing the university system and educational and training institutions.

## **Mentoring/counselling programmes to support students, staff, faculty from underrepresented groups**

Princess Nourah bint Abdulrahman University provides free health care and programs for university employees with disabilities or individual cases. The university includes many centers which care about aspects of training, rehabilitation, education, and psychological and social services.

### **1. Career counselling and career support centre**

A simulating environment that provides professional guidance services, career support, and the development of competencies and capabilities with high quality for female students and society in accordance with international best practices to build the human capital that fulfils the Kingdom's vision 2030 and the sustainable development goals [11].

Services are provided to all students without exception for special circumstances or cases, and they have their own website.

#### ***The most prominent objectives of the center:***

- Providing professional counseling services to all university students that take into account creativity and innovation.
- Providing a stimulating professional environment in accordance with the rules, principles, and ethics of career counseling.
- Empowering female students with the necessary skills for the changing future jobs with technical, economic, cultural, and social influences through developing competencies in knowledge, skills, values, and behavior in line with the needs of the labor market.
- Improving the career readiness of students and graduates by providing career counseling services and professional programs.

### **2. Universal access centre**

A specialized centre to support female students with special needs by providing quality and comprehensive services for all academic,

administrative, psychological, social, and technical aspects, based on the latest practices and research evidence and international standards. In a way that contributes to merge these categories and enabling them to serve themselves and society [12]

▪ **Target categories:**

- Learning difficulties
- Movement disability
- Hearing disability
- Visual disability
- chronic diseases

▪ **Services provided to beneficiaries of the Universal Access Center:**

- Continuous communication and follow-up with students by the Center's supervisors (special education specialists at the college level.).
- Coordination with the university administrations, colleges and deanships for meeting students academic, psychological and social needs.
- Communication with faculty members to solve students' problems.
- Activation of the educational facilities related to students' evaluation in coordination with the exams committees in each college.
- Providing faculty members with advisory services related to teaching and evaluating students with special needs.
- Providing academic advising and training for students with special needs.
- Issuing a student support document (SSD) that includes each student's special needs.
- Providing transportation between colleges and university facilities when needed.
- Relating students with institutions which provide different types of support for people with special needs.
- Following up the payment of special needs allowance.

- Directing students to the concerned parties to dispense medical devices (e.g, hearing and optical aids).
- Issuing an entry and exit card from all gates.
- Issuing a companion card when needed.
- Organizing events for the purpose of educating and raising awareness as well as celebrating international days.

### **Support services**

It is the programs whose basic nature is not educational, but they are necessary for the educational development of students with special educational needs, such as physical and functional therapy, correcting speech and speak defects, and psychological counseling services.

### **Educational adaptations for students with special needs.**

What is mean by academic adaptations or facilities are intended to provide opportunities for female students with disabilities and enable them to access university services, programs, and facilities, where they are participating members of the university community in a fair and consistent environment, so services and facilities are provided according to their special needs without prejudice to the objectives of the course or educational program.

Providing a range of the following adaptations and services to support student's success:

- Environmental adaptations:  
Suitable lighting / Organized classrooms in a way that does not hinder movement / Training courses for students with special needs.
- Providing support devices and technologies:

Available devices to serve students:

- Humanware pro connect 12
- Infovox Pen
- Braille Wave

- Humanware explore 5

Princess Norah University has different teams to adapt to the special needs of its students



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### 3. Family Counseling Center

The Family Consulting Center [13] is the first center specialized in the family among universities in the Kingdom, as this center was established to participate in addressing family problems that threaten the security and cohesion of the family, and correcting some concepts related to the family, marriage, divorce, childbearing, and the foundations of a sound education.

Realizing the importance of family cohesion, bonding and its impact on the cohesion and unity of society, Princess Nourah bint Abdulrahman University adopted the establishment of a family counseling center out of its belief in its role in community service, under the slogan:

"A close family, a safe society"



The center is supervised by several specialists in the field of social service, psychology, and management, and it provides its services to all university and community employees.

**Vision:**

The Family Consulting Center aspires to be a pioneer in the field of family counselling, developmental programs and community awareness.

**Mission:**

To enhance the role of Princess Nourah Bint Abdul Rahman University in community service and actively participate in sustainable development projects through providing consulting services and family awareness and rehabilitation programs.

To achieve the mission of the University by activating the Center's policies and national programs that are concerned with women development so as to be able to make a tie-knit family that reflects the unity of the society.

**Objectives:**

- Contributing to community development through the development of family members.
- Strengthening the relationship between the University and the society.
- Providing counseling in social, family and psychological fields.
- Identifying the negative phenomena prevalent in the society and address them appropriately.
- Educating individuals about the importance and stability of the family.
- Preparing specialized personnel in the field of social and psychological consulting.
- Providing a family-related database.
- Building community partnerships with charity and civil institutions.

**The tasks**

- Psychological, social, and family counseling.
- Individual therapy, group therapy and family therapy.
- Training programs and awareness campaigns.
- Research and studies.

#### **Center services:**

- In addition to the family counseling service, the center provides a large number of services, the most prominent of which are:
- Hotline service 011-8220888
- The family counseling center provides bonding ... to individuals and their families for those in quarantine home or health.
- Telephone psychological counseling service 011-8220888
- To face psychological pressure, anxiety and fears due to the Coronavirus (Covid-19)

And that at the hands of a specialists group of psychologists and social 011-8220888 All information is published on the official website

The total number of beneficiaries of the center is 3416, and more than 2000 counseling sessions.

#### **4. Disabilities Support Center**

Princess Nourah bint Abdulrahman University (PNU) has Disabilities Support Center that guarantees all students with different disabilities the proper development of their activities in the development of academic programs [10]. This a specialized center which is established to support students with special needs through providing high quality and comprehensive services related to academic, administrative, psychological, social, and technical aspects, based on the latest research practices, research evidence, and international standards; thus, it contributes to the integration of these groups and enabling them to serve themselves and the community.

#### **Vision, Mission and Objectives**

Vision:

To enable students with special needs to get university education of an international quality and competitive distinction.

Mission:

To help students with special needs and provide them with comprehensive support according to their educational requirements by creating an academic environment in accordance with their own needs to achieve success in university learning and qualify them for the labor market.

Values:

Professionalism, integrity, justice, empowerment, perseverance and cooperation.

Objectives:

- To provide academic support for students with special needs.
- To raise college society's awareness about the rights of people with special needs.
- To improve facilities readiness to meet students needs.
- To provide advisory services to faculty members regarding teaching students with special needs.
- To provide training courses to prepare students for future professions.
- To create community partnerships with the concerned institutions in order to support their integration into the labor market.

Below are the tasks that the Center Support develops in order to provide mentoring, counseling programs to support students, staff, faculty.

### **Disabilities support Center Tasks**

- Continuous communication and follow-up with students by the Center's supervisors (special education specialists at the college level.)

- Coordination with the university administrations, colleges and deanships for meeting students academic, psychological and social needs.
- Communication with faculty members to solve students' problems.
- Activation of the educational facilities related to students' evaluation in coordination with the exams committees in each college.
- Providing faculty members with advisory services related to teaching and evaluating students with special needs.
- Providing academic advising and training for students with special needs.
- Issuing a student support document (SSD) that includes each student's special needs.
- Providing transportation between colleges and university facilities when needed.
- Relating students with institutions which provide different types of support for people with special needs.
- Following up the payment of special needs allowance.
- Directing students to the concerned parties to dispense medical devices (e.g, hearing and optical aids).
- Issuing an entry and exit card from all gates.
- Issuing a companion card when needed.
- Organizing events for the purpose of educating and raising awareness as well as celebrating international days.

## **5. Comprehensive Access Center**

Princess Norah University has the Comprehensive Access Center [14], which assesses the different difficulties that university students may have and in this way take strategic actions to improve their inclusion in the educational life

### **Vision, mission and goals**

#### **Vision:**

Excellence and leadership in enabling university students with educational, social and degrading disabilities.

Supporting students with disabilities and providing comprehensive support in accordance with their educational requirements by creating an academic environment that is appropriate to their specific needs to achieve their university success and qualify them with distinction for the labor market.

**Value:**

Professionalism: Enhancing professionalism in providing appropriate support to female students, leading to professionalism in providing all services for persons with disabilities.

- Integrity: honesty and trustworthiness in providing services for students with disabilities.
- Justice: ensuring equal educational opportunities for persons with disabilities.
- Excellence: providing distinguished and high quality services.
- Trust: the confidence of the beneficiaries of the services of the center and their guardians from the support provided by the center.

**The Center's strategic goals:**

***The first strategic objective:***

- To provide academic support to students with disabilities.

***The second strategic objective:***

- To raise the readiness of university facilities to meet the needs of students with disabilities.

**The third strategic objective:**

- To develop the skills of members of the teaching staff in teaching students with disabilities.

**Fourth Strategic Objective:**

Building strategic partnerships with the private sector to support the inclusion of students with disabilities in the labor market

Princess Norah University not only considers motor difficulties but also contemplates language, reading and writing, auditory, visual and chronic diseases.

### **Support Services SUPPORT SERVICES**

These are programs whose basic nature is non-pedagogical, but necessary for the educational development of pupils with special educational needs, such as: physical and occupational therapy, correction of speech and speech defects, and psychological counseling services (1422, the organizational rules of the special education institutes of the Ministry of Education in the Kingdom of Saudi Arabia).

### **Educational adaptations for students with special needs**

Academic accommodations: The provision of opportunities for students with disabilities and enabling them to access university services, programs and facilities, where they are participating members of the university community in a fair and consistent environment, and services and facilities are provided according to their specific needs without prejudice to the objectives of the course or educational program.

Where one or more of the following adjustments and services can be provided to support female students' success:

#### **First: ENVIRONMENTAL ADAPTATIONS:**

- Adequate lighting
- Classrooms organized not to hinder movement
- Suitable seats for female students in the classroom (such as: in the front to see the blackboard or the medium clearly, with the smallest group in the group activities for the hearing impaired and distracted, close to the corridor for wheelchair users ...)
- Alternative places such as providing a dispersal-free room or testing the student individually

#### **Second: How to display the information:**

- Presentations containing photos and videos to help clarify information for students with learning disabilities or hearing impaired people during the lecture, as well as the use of calculator and assistive technologies for students with disabilities. With access to PowerPoint or other lectures for students, students with learning difficulties, attention or memory may not be able to access all the necessary information during the lecture or review the repeated required materials, and they may request the course lecture materials ready for review, it is important to distribute printed copies For students, put them in the library, or email them to students with disabilities. (Al-Batal, 2018)
- Registering lectures, a student with learning difficulties may need to record lectures and discussions within the classroom, to get all the information given and completely, and they have the right to bring their registration tools, but they may coordinate with the course instructor about the best possible place for the recording device, and provide a service office Disability Instructions and answers to questions about registration facilities. (Al-Batal, 2018)
- Highlight key concepts and topics during the lecture, while increasing time in presenting some information
- Explanation of the required tasks from the student step by step to ensure that the student understands the required task and performs it in the required manner
- Provide a writer for students who face problems writing to take important notes in the lecture
- Provide a translated sign language for students with disabilities audio

### **THIRD: ORGANIZATIONAL ADAPTATIONS:**

- Using a task list, so that the student can know the tasks that she has accomplished and that she needs to perform, such as: homework and academic requirements, as the student works on creating this list with the help of a special education specialist.

- Using the timer so that the student can manage time, as some of the students with learning difficulties may face problems in managing and organizing time.
- Teaching students who face some problems in organizing information on the organization of information such as maps and visual strategies of mind blogging

#### **Fourth: ASSESSMENT ADAPTATIONS:**

- The evaluation of students with disabilities is done in a way that suits their abilities:
- If reading the questions poses a difficulty for the student, she must read to her.

#### **Accessible facilities for people with disabilities**

Princess Nourah bint Abdulrahman University (PNU) buildings are based on The standards and criteria followed in the American Building Code and the Saudi Building Code and the best practices applied to ensure the readiness of buildings and facilities to receive people of determination by carrying out the following tasks:

1. Ensure that the construction works and architectural modifications to the buildings will not result in additional barriers that may constitute an obstacle.

In the ways of people of determination in various situations to reach the buildings and use the facilities inside the building, through:

- Giving the notes that were monitored by the consultant's team during the examination to comply with all standards.
  - And the heights required during the design and implementation process for construction expansions or modifications.
2. Evaluating entrances and exits to set key standards that must be followed and taken into account during implementation or modification to facilitate tasks
    - People of determination in various cases to their work or study places within the university premises.

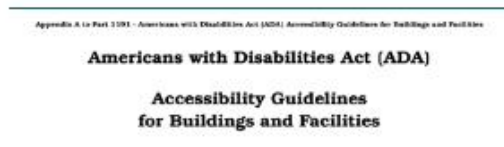


3. Clarification, through the observations that were made during the examination, of the type of materials required to be provided for corrections and completion

- All necessary equipment in the buildings to receive people of determination.

4. The following reference was used to assess the readiness of buildings, taking into account the physical differences of the persons in the country of the reference states

The United States of America and the Kingdom of Saudi Arabia.



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## **Disabilities Support Center**

Princess Nourah bint Abdulrahman University (PNU) has Disabilities Support Center that guarantees all students with different disabilities the proper development of their activities in the development of academic programs [10]. This a specialized center which is established to support students with special needs through providing high quality and comprehensive services related to academic, administrative, psychological, social, and technical aspects, based on the latest research practices, research evidence, and international standards; thus, it contributes to the integration of these groups and enabling them to serve themselves and the community.

### **Vision, Mission and Objectives**

Vision:

To enable students with special needs to get university education of an international quality and competitive distinction.

Mission:

To help students with special needs and provide them with comprehensive support according to their educational requirements by creating an academic environment in accordance with their own needs to o achieve success in university learning and qualify them for the labor market.

Values:

Professionalism, integrity, justice, empowerment, perseverance and cooperation.

Objectives:

- To provide academic support for students with special needs.
- To raise college society's awareness about the rights of people with special needs.
- To improve facilities readiness to meet students needs.

- To provide advisory services to faculty members regarding teaching students with special needs.
- To provide training courses to prepare students for future professions.
- To create community partnerships with the concerned institutions in order to support their integration into the labor market.

Below are the tasks that the Center Support develops in order to provide mentoring, counseling programs to support students, staff, faculty.

### **Disabilities support Center Tasks**

- Continuous communication and follow-up with students by the Center's supervisors (special education specialists at the college level.)
- Coordination with the university administrations, colleges and deanships for meeting students academic, psychological and social needs.
- Communication with faculty members to solve students' problems.
- Activation of the educational facilities related to students' evaluation in coordination with the exams committees in each college.
- Providing faculty members with advisory services related to teaching and evaluating students with special needs.
- Providing academic advising and training for students with special needs.
- Issuing a student support document (SSD) that includes each student's special needs.
- Providing transportation between colleges and university facilities when needed.
- Relating students with institutions which provide different types of support for people with special needs.
- Following up the payment of special needs allowance.
- Directing students to the concerned parties to dispense medical devices (e.g, hearing and optical aids).

- Issuing an entry and exit card from all gates.
- Issuing a companion card when needed.
- Organizing events for the purpose of educating and raising awareness as well as celebrating international days.

### **Comprehensive Access Center**

Princess Norah University has the Comprehensive Access Center [14], which assesses the different difficulties that university students may have and in this way take strategic actions to improve their inclusion in the educational life. Because, individuals who suffer from a disorder in their motor ability or motor activity, where this imbalance affects the aspects of their mental, social, and emotional development and calls for the need for special education.

Some of the disabilities supported by the center are:

- Symptoms of motor disability: cerebral palsy:
  - An imbalance in body shape, body shape, or both as a result of one or more injuries to the central nervous system (brain).
  - Cerebral palsy is divided according to the affected parts into:
    - Lower hemiplegia: only the lower limbs are affected while the upper limbs perform better.
    - Lateral paraplegia: Paralysis is affected by one side of the body, including the upper and lower extremities together.
    - Triple paralysis: affected by paralysis three extremes, usually the legs and arm.
    - Mono paresis: affected by one limb, which is rare.
    - Quadriplegic paralysis: all four extremities of the body are affected by paralysis.
- Hemiplegia:
  - is the most common cause of motor disability in the world, leading to paralysis of one side of the human body.
- Arthritis:

- Acute and painful disease in the joints and surrounding tissues.
- Osteitis:
  - It occurs in late life.
- Spinal disorders:
  - An imbalance in the normal growth of the spine from the head to the end of the spine.
- Fractures:
  - Permeation of bone tissue cohesion

Princess Norah University not only considers motor difficulties but also contemplates language, reading and writing, auditory, visual and chronic diseases.

### **Support Services SUPPORT SERVICES**

These are programs whose basic nature is non-pedagogical, but necessary for the educational development of pupils with special educational needs, such as: physical and occupational therapy, correction of speech and speech defects, and psychological counseling services "(1422, the organizational rules of the special education institutes of the Ministry of Education in the Kingdom of Saudi Arabia).

Educational adaptations for students with special needs

Academic accommodations: The provision of opportunities for students with disabilities and enabling them to access university services, programs and facilities, where they are participating members of the university community in a fair and consistent environment, and services and facilities are provided according to their specific needs without prejudice to the objectives of the course or educational program.

Where one or more of the following adjustments and services can be provided to support female students' success:

#### **First: ENVIRONMENTAL ADAPTATIONS:**

- Adequate lighting
- Classrooms organized not to hinder movement

- Suitable seats for female students in the classroom (such as: in the front to see the blackboard or the medium clearly, with the smallest group in the group activities for the hearing impaired and distracted, close to the corridor for wheelchair users ...)
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**Second: How to display the information:**

- Presentations containing photos and videos to help clarify information for students with learning disabilities or hearing impaired people during the lecture, as well as the use of calculator and assistive technologies for students with disabilities. With access to PowerPoint or other lectures for students, students with learning difficulties, attention or memory may not be able to access all the necessary information during the lecture or review the repeated required materials, and they may request the course lecture materials ready for review, it is important to distribute printed copies For students, put them in the library, or email them to students with disabilities. (Al-Batal, 2018)
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### **THIRD: ORGANIZATIONAL ADAPTATIONS:**

- Using a task list, so that the student can know the tasks that she has accomplished and that she needs to perform, such as: homework and academic requirements, as the student works on creating this list with the help of a special education specialist.
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To enable students with special needs to get university education of an international quality and competitive distinction.

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Princess Norah University has the Comprehensive Access Center [14], which assesses the different difficulties that university students may have and in this way take strategic actions to improve their inclusion in the educational life

### **Vision, mission and goals**

Vision:

Excellence and leadership in enabling university students with educational, social and degrading disabilities.

Supporting students with disabilities and providing comprehensive support in accordance with their educational requirements by creating an academic environment that is appropriate to their specific needs to achieve their university success and qualify them with distinction for the labor market.

Value:

Professionalism: Enhancing professionalism in providing appropriate support to female students, leading to professionalism in providing all services for persons with disabilities.

- Integrity: honesty and trustworthiness in providing services for students with disabilities.
- Justice: ensuring equal educational opportunities for persons with disabilities.
- Excellence: providing distinguished and high quality services.
- Trust: the confidence of the beneficiaries of the services of the center and their guardians from the support provided by the center.

**The Center's strategic goals:**

**The first strategic objective:**

- To provide academic support to students with disabilities.

**The second strategic objective:**

- To raise the readiness of university facilities to meet the needs of students with disabilities.

**The third strategic objective:**

- To develop the skills of members of the teaching staff in teaching students with disabilities.

**Fourth Strategic Objective:**

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Princess Norah University not only considers motor difficulties but also contemplates language, reading and writing, auditory, visual and chronic diseases.

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#### **Facilities**

Princess Nourah bint Abdulrahman University (PNU) buildings are based on the standards and criteria followed in the American Building Code and the Saudi Building Code and the best practices applied to ensure the readiness of buildings and facilities to receive people of determination by carrying out the following tasks:

5. Ensure that the construction works and architectural modifications to the buildings will not result in additional barriers that may constitute an obstacle.

In the ways of people of determination in various situations to reach the buildings and use the facilities inside the building, through:

- Giving the notes that were monitored by the consultant's team during the examination to comply with all standards
- And the heights required during the design and implementation process for construction expansions or modifications.

6. Evaluating entrances and exits to set key standards that must be followed and taken into account during implementation or modification to facilitate tasks

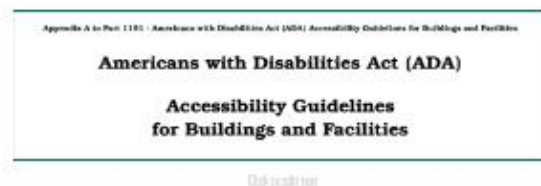
People of determination in various cases to their work or study places within the university premises.

7. Clarification, through the observations that were made during the examination, of the type of materials required to be provided for corrections and completion

All necessary equipment in the buildings to receive people of determination.

8. The following reference was used to assess the readiness of buildings, taking into account the physical differences of the persons in the country of the reference states.

The United States of America and the Kingdom of Saudi Arabia.



## Access schemes for people with disabilities

1. Career counselling and career support centre

A simulating environment that provides professional guidance services, career support, and the development of competencies and capabilities with high quality for female students and society in accordance with international best practices to build the human capital that fulfils the Kingdom's vision 2030 and the sustainable development goals [11].

Services are provided to all students without exception for special circumstances or cases, and they have their own website.

The most prominent objectives of the center:

Providing professional counseling services to all university students that take into account creativity and innovation.

Providing a stimulating professional environment in accordance with the rules, principles, and ethics of career counseling.

Empowering female students with the necessary skills for the changing future jobs with technical, economic, cultural, and social influences through developing competencies in knowledge, skills, values , and behavior in line with the needs of the labor market.

Improving the career readiness of students and graduates by providing career counseling services and professional programs.

## 2 Universal access centre

A specialized centre to support female students with special needs by providing quality and comprehensive services for all academic, administrative, psychological, social, and technical aspects, based on the latest practices and research evidence and international standards. In a way that contributes to merge these categories and enabling them to serve themselves and society [12].

Target categories:

Learning difficulties

Movement disability

Hearing disability

Visual disability

chronic diseases

Services provided to beneficiaries of the Universal Access Center:

Continuous communication and follow-up with students by the Center's supervisors (special education specialists at the college level).

Coordination with the university administrations, colleges and deanships for meeting students academic, psychological and social needs.

Communication with faculty members to solve students' problems.

Activation of the educational facilities related to students' evaluation in coordination with the exams committees in each college.

Providing faculty members with advisory services related to teaching and evaluating students with special needs.

Providing academic advising and training for students with special needs.

Issuing a student support document (SSD) that includes each student's special needs.

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Following up the payment of special needs allowance.

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Organizing events for the purpose of educating and raising awareness as well as celebrating international days.

### Support services

It is the programs whose basic nature is not educational, but they are necessary for the educational development of students with special educational needs, such as physical and functional therapy, correcting speech and speak defects, and psychological counseling services.

Educational adaptations for students with special needs.

What is mean by academic adaptations or facilities are intended to provide opportunities for female students with disabilities and enable them to access university services, programs, and facilities, where they are participating members of the university community in a fair and consistent environment, so services and facilities are provided according to their special needs without prejudice to the objectives of the course or educational program.

Providing a range of the following adaptations and services to support student's success:

Environmental adaptations:

Suitable lighting / Organized classrooms in a way that does not hinder movement / Training courses for students with special needs.

Providing support devices and technologies:

Available devices to serve students:

Humanware pro connect 12

Infovox Pen

Braille Wave

Humanware explore 5

Princess Norah University has different teams to adapt to the special needs of its students

### 3 Family Counseling Center

The Family Consulting Center [13] is the first center specialized in the family among universities in the Kingdom, as this center was established to participate in addressing family problems that threaten the security and cohesion of the family, and correcting some concepts related to the family, marriage, divorce, childbearing, and the foundations of a sound education.

Realizing the importance of family cohesion, bonding and its impact on the cohesion and unity of society, Princess Nourah bint Abdulrahman University adopted the establishment of a family counseling center out of its belief in its role in community service, under the slogan:

"A close family, a safe society"

The center is supervised by several specialists in the field of social service, psychology, and management, and it provides its services to all university and community employees.

Vision:

The Family Consulting Center aspires to be a pioneer in the field of family counselling, developmental programs and community awareness.

Mission:

To enhance the role of Princess Nourah Bint Abdul Rahman University in community service and actively participate in sustainable development projects through providing consulting services and family awareness and rehabilitation programs.

To achieve the mission of the University by activating the Center's policies and national programs that are concerned with women development so as to be able to make a tie-knit family that reflects the unity of the society.

## Objectives:

Contributing to community development through the development of family members.

Strengthening the relationship between the University and the society.

Providing counseling in social, family and psychological fields.

Identifying the negative phenomena prevalent in the society and address them appropriately.

Educating individuals about the importance and stability of the family.

Preparing specialized personnel in the field of social and psychological consulting.

Providing a family-related database.

Building community partnerships with charity and civil institutions.

## The tasks

Psychological, social, and family counseling.

Individual therapy, group therapy and family therapy.

Training programs and awareness campaigns.

Research and studies.

## Center services:

In addition to the family counseling service, the center provides a large number of services, the most prominent of which are:

Hotline service 011-8220888

The family counseling center provides bonding ... to individuals and their families for those in quarantine home or health.

Telephone psychological counseling service 011-8220888

To face psychological pressure, anxiety and fears due to the Coronavirus (Covid-19)

And that at the hands of a specialists group of psychologists and social 011-8220888 All information is published on the official website

#### 4 Disabilities Support Center

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memory may not be able to access all the necessary information during the lecture or review the repeated required materials, and they may request the course lecture materials ready for review, it is important to distribute printed copies For students, put them in the library, or email them to students with disabilities. (Al-Batal, 2018)

Registering lectures, a student with learning difficulties may need to record lectures and discussions within the classroom, to get all the information given and completely, and they have the right to bring their registration tools, but they may coordinate with the course instructor about the best possible place for the recording device, and provide a service office Disability Instructions and answers to questions about registration facilities. (Al-Batal, 2018)

Highlight key concepts and topics during the lecture, while increasing time in presenting some information

Explanation of the required tasks from the student step by step to ensure that the student understands the required task and performs it in the required manner

Provide a writer for students who face problems writing to take important notes in the lecture

Provide a translated sign language for students with disabilities  
audio

### THIRD: ORGANIZATIONAL ADAPTATIONS:

Using a task list, so that the student can know the tasks that she has accomplished and that she needs to perform, such as: homework and academic requirements, as the student works on creating this list with the help of a special education specialist.

Using the timer so that the student can manage time, as some of the students with learning difficulties may face problems in managing and organizing time.

Teaching students who face some problems in organizing information on the organization of information such as maps and visual strategies of mind blogging

#### Fourth: ASSESSMENT ADAPTATIONS:

The evaluation of students with disabilities is done in a way that suits their abilities:

If reading the questions poses a difficulty for the student, she must read to her, and

#### **Accommodation policy/strategy**

Princess Nourah Bint Abdul Rahman University (PNU) applies laws and regulations that ensure the protection of the rights of individuals with special needs. The university has many contributions in implementing standards for facilitating the movement and mobility of people with disabilities, including:

##### **1. ADA standards compliance in PNU campus**

A detailed display facility for available services



16



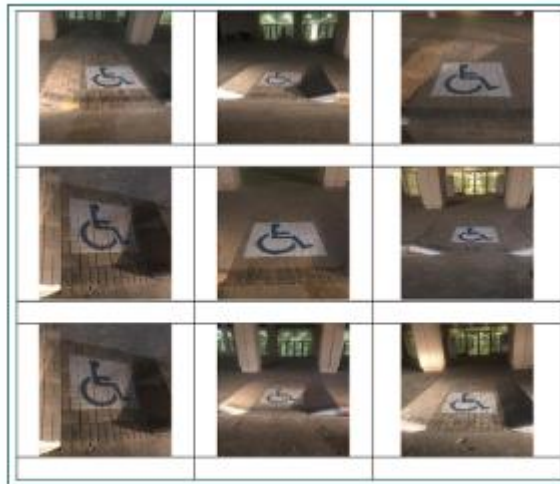
16

##### **2. Rehabilitation of the university city to facilitate the movement of people with disabilities**

Princess Nourah Bint Abdul Rahman University made great efforts to facilitate the service of people with disabilities in all facilities.

- Development of centers for people with special needs.
- Providing all specialized services to support the educational process by providing:

- Adequate infrastructure.
- A centre equipped with the latest programs and technologies of training.
- Highly qualified specialized personnel.
- Completion report attachment for six buildings, 100% completion rate:
  - o Preparing external corridors for all university facilities. / Executing sidewalk slopes at the facilities to facilitate the passage of wheelchairs for people with special needs.
    - The work targeted 14 university facilities



### 3. Preparing toilets with the necessary tools to be easy to use

- The project was implemented in all 200 of the university's facilities

**تفريد الجاز**

تهدف مبادرة تطوير مركز ذوي الاحتياجات الخاصة إلى تجهيز البنية التحتية للجامعة من أنظمة خدمات و مرافق معمارية، وبناء على نتائج تقييم مدى جاهزية البيئة المعمارية تم تحديد الحاجة إلى تهيئة دورات المياه وتزويدها بالأدوات اللازمة لتكون سهلة الاستعمال لذوي الإعاقة الحركية في جميع مرافق الجامعة والبالغ عددهم (200) طالب. وتم تحديد شبكة البنالون العريب للطاقات العامة التركيب مقاييس مساعدة متحركة في دورات المياه المخصصة لذوي الإعاقة، حيث تم العمل والجاز كافة الأعمال المطلوبة من المناول واستلامها.

المشروع إضافة مقاييس لذوي الاحتياجات الخاصة في دورات مياه جامعة الأميرة نورة بنت عبدالرحمن، العريس من المشروع تجهيز وتهيئة دورات المياه في الكليات بالأدوات اللازمة لتكون سهلة الاستخدام للأفراد من ذوي الإعاقة الحركية.

عدد دورات المياه المستهدفة :  
دورة مياه عدد (200)  
العربي المستهدفة  
العمالي (1.1.1 - 1.1.2 - 1.2.1 - 1.3.0 - 1.4.0 - 1.6.0 - 1.7.0 - 1.8.0 - 1.9.0)

نسبة الإنجاز :  
%70

العمالي								
1.9.0	1.8.0	1.7.0	1.6.0	1.4.0	1.3.0	1.2.1	1.1.2	1.1.1

#### 4. Rehabilitation of educational facilities.

- The central library is equipped with specialized halls to support people with special needs.
- Devices for enlarging images and font.
- Manual font enlargement devices.
- Specialized computers for people with special needs.
- Central Library report attachment.



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