UNIVERSITY OF
LIVERPOOL

AIDE-MEMOIRE

The following can be used as prompts to support Panel members in assessing the quality of facilities and student support systems at the exchange partner organisation. This may be used during the visit and in the compilation of the site visit report.

FACILITIES

The University campus / University premises in general

(i)   General description of the campus
(ii)   Campus location(s) and accessibility
(iii)   Where is the campus located?
(iv)   Are all areas of campus accessible to all students (E.g. are there wheelchair ramps / lifts)?

- How does the campus generally look and how is it organised? E.g. are there numerous campus sites situated in different parts of the town/city?

- Confirm the location of the campus on which the exchange students will be based.

- Describe the accessibility of the campus for students, for example:
  - Can students reach learning and teaching facilities (lecture rooms, laboratories, student services) located across different parts of the campus by foot? If not, is there a shuttle bus service (or an alternative form of transport) to assist students in reaching them?
  - Is there disability access to different parts of the campus and within buildings for disabled students (such as shuttle bus service, wheelchair ramps and lifts)?

- Are there public transport links to local amenities, off-campus student accommodation, etc. for students? Where are these located on campus?

Learning and Teaching Facilities
- What is the size and conditions of lecture/seminar/tutorial rooms/laboratories etc?
- What learning and teaching facilities are available for students with disabilities?

Library Facilities
- What are the opening and service hours?
- Where is the library located on the campus and is it easily accessible for students?
- Are there appropriate study and social spaces in the library?
- Are there appropriate learning resources for students (e.g. books, e-resources, computers, etc)?

Computing Facilities
- What computing facilities are available to students? Where are these based?
- Are there adequate computing facilities available to students? E.g. are there enough computers available to students? Do they have access to good quality software necessary for their programme of study?
- Comment on type of the internet access available to students, e.g. free wifi access on campus, in the library, etc?
- Can students access the intranet and computing software when off campus? ☐ What type of user training and IT helpdesk support is available to students?

Accommodation
- Does the University provide student accommodation and if so, where is this located?
- Is the university's student accommodation of an adequate quality and does it provide students with all necessary facilities?
- If university accommodation is unavailable, what support does the University provide to students in finding private accommodation? Are students informed of the type of accommodation available, costs, proximity to the university, etc?
- Is the private accommodation of an adequate standard?
- Is accommodation catered or non-catered? If catered, is there provision for students with medical or religious dietary requirements?
- Is there any accommodation adapted for students with disabilities? If so, how?
- Are the security of the buildings and surroundings adequate? (see specific questions in the visit report template in Annex 1)

Student Union/Equivalent Facilities
- Is there an equivalent to the Guild of Students? If so, describe the facilities and support available to students.
- What catering facilities are available?
- Are there social spaces?
- Are there student advice services available?
- Are there societies/events that are available for students to join?
- If there is no equivalent to the Guild, comment on any alternative provision available at the partner to mitigate against the lack of a Student Union.

Sports Facilities
- What sports facilities/provision are available to students? (gym, pool, courts, classes, etc)
- What are the costs for students in using such facilities?

Health and Safety
See visit report template for specific questions

STUDENT EXPERIENCE

Comment on the availability of support offered to University of Liverpool students at the partner.

(ii)   Describe the arrangements for orientation for exchange students. In particular, comment on information provided about Health and Safety.
(iii)   Describe the ongoing pastoral support arrangements.

(iv)   Describe the system of Learning and Teaching support.

- What induction/orientation events are there for exchange students? What information is provided to students regarding health and safety?
- Where do students seek advice on:
    - Learning disability support?
    - Issues with accommodation? (on-campus or private)
    - Bullying and harassment involving students and/or staff?
    - Appeals and complaints?
    - Issues or queries relating to their academic studies?
    - Financial issues?
    - Difficulties with university life?
    - Difficulties with settling into the new country?

Student Health and Wellbeing

- Do students have access to a university student health service? Where is this located, how does this work and how much does it cost?
- If not, what alternative health service is available to students?
- Do students need to purchase health insurance?
- How can students seek disability advice and support? How much does this service cost?
- Does the university provide students with counselling and mental health support? If not, where can students seek this support? How much does this service cost?
- Does the University have a [system in place for students in a crisis situation](#)?

Student Administration

- Where can students seek support for:
    - Programme/module registration/withdrawals?
    - Module choices and module changes?
    - Access to assessment results/academic progress?
    - Access to transcripts?
    - Exam information?
    - Timetables?
    - Student records?

Reviewed by AQSD, August 2023