

Student Support Plans (SSP): Student User Guide

This guide is intended for University of York students to navigate the Student Support Plan (SSP) system within e:vision.

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Overview

Welcome to the University of York's **Student Support Plan (SSP)** portal. This system is designed to provide a secure, streamlined, and dignified process for managing your reasonable adjustments during your studies.

SSPs are used by students with disabilities, long-term physical or mental health conditions, and specific learning difficulties (such as dyslexia or ADHD). The portal operates within e:vision. Your agreed adjustments are automatically communicated to the specific staff who need to see them (e.g., your academic supervisor, module leaders, or the exams team) while keeping your sensitive medical data strictly confidential within Disability Services.

June 2026 to October 2026

During the summer of 2026, any SSPs created before June 2026 will appear in the new system, but not in the format laid out in this guidance document. You will instead see a link to a PDF of your old-format SSP until your SSP has been converted into the new format. This conversion will happen gradually over the summer of 2026. Your adjustments will not materially change during this conversion process, but you may notice that the wording of some of your support will be slightly altered as all

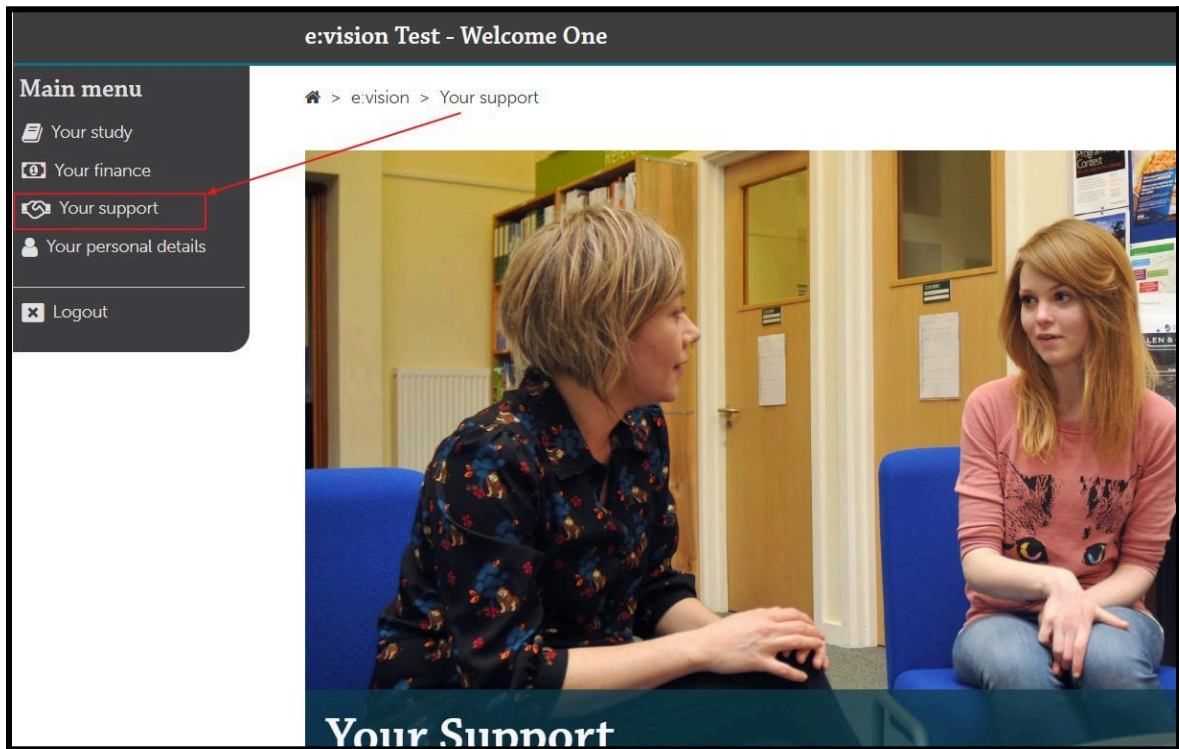
reasonable adjustments are being standardised. If, having seen the new version of your SSP, you believe that an error has taken place in the conversion, please contact disabilityservices@york.ac.uk and explain your concerns.

1. Registering and Applying for Disability Support

If you are registering with Disability Services for the first time, you must complete the online registration form.

Step-by-Step Registration:

1. Log into [e:vision](#).
2. Locate the left-hand navigation menu and click the **Your Support** link.



3. On the **Your Support** landing page, select **Complete Registration Form** to begin.

e:vision Test - Welcome One

Main menu

Your study

Your finance

Your support

Logout

e:vision > Your support

Your support

Disability Services

Individual adjustments on the basis of a disability, long term health condition, learning difficulty or mental health condition, if approved, are set out in a Student Support Plan which is put together by Disability Services.

Register for Disability Services

Complete Registration form

Registration details

Your Disability Services registrations

Date Started	Date Saved	Date Submitted	Status	Required action
None				

4. **Select Your Condition(s):** Choose the relevant category or categories that apply to your circumstances from the checklist.

NOTE –if you have multiple conditions, you will be asked which is your primary condition. **This will not impact the kind of support you will be offered and is only for statistical purposes.**

5. **Impact on Studies:** Provide details in the text box regarding how your condition affects your academic work.

[Resume later](#)

Please indicate your disability, impairment, health condition or specific learning difficulty (difference):
*(Please read through the full list before making your selection, you may select more than one) **

- ☐ Social/communication conditions such as a speech and language impairment or an autistic spectrum condition
- ☐ Blind or have a visual impairment uncorrected by glasses
- ☐ D/deaf or have a hearing impairment
- ☐ Long-term illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy
- ☒ Mental health condition, challenge or disorder, such as depression, schizophrenia or anxiety
- ☒ Learning difference such as dyslexia, dyspraxia or AD(H)D
- ☒ Physical impairment (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying)
- ☐ An impairment, health condition or learning difference not listed above
- ☐ Development condition that you have had since childhood which affects motor, cognitive, social and emotional skills, and speech and language

Please identify the one that you feel is your primary condition

- ☐ Mental health condition, challenge or disorder, such as depression, schizophrenia or anxiety
- ☐ Learning difference such as dyslexia, dyspraxia or AD(H)D
- ☐ Physical impairment (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying)

This is for statistical purposes only and does not affect the support you receive. We will consider all your needs when offering academic adjustments and helping you to explore additional support

Please tell us more about your disability/health condition/learning difficulty and how it affects your studies. You can tell us about any support you received in your previous study including any individual examination arrangements: *

5000 Characters Remaining

Next

2. Uploading Supporting Medical Evidence

To approve specific adjustments (such as extra time in exams or specialist software), Disability Services requires valid diagnostic or medical evidence.

Requirements for Uploads:

- **Accepted File Formats:** jpg, jpeg, png, gif, bmp, tiff, eps, ps, doc, docx, odt, pdf.
- **Maximum File Size:** 5MB per file.

+-----+
 | ⚠ IMPORTANT EVIDENCE CHECK |
 | Always double-check that your files have attached correctly before |
 | clicking 'Submit'. This is especially important if you saved your form |
 | as a draft and returned to it at a later date. |
 +-----+

Step-by-Step Upload:

1. During the registration process (or when prompted later by a practitioner), navigate to the **Evidence Upload** section.
2. Click **Browse**, select your file, and verify the file name appears in the attachment field.

Home > e:vision > Your support

Your disability, long-term health condition or specific learning disability

Upload your supporting information

Please check our [supporting information list](#) before completing this section of the form. Where possible please provide evidence in .PDF format.

You can submit the form without providing evidence but we may ask you for supporting information later on.

Valid file extensions/document formats are: jpg, jpeg, png, gif, bmp, tiff, img, eps, pdf, ps, doc, docx, odt.

Files must be no larger than 5MB in size.

Files can be deleted, and re-added.

If you have any queries please [contact us](#).

Drag and drop your file here

[Browse My Computer](#)

[Back](#) [Next](#)

Drag and drop your file here

[Browse My Computer](#)

[SSP Supervisors Technical Userguid.docx](#) (599 kb) - Successfully Uploaded [Delete SSP Supervisors Technical Userguid.docx](#)

[206011600.pdf](#) (128 kb) - Successfully Uploaded [Delete 206011600.pdf](#)

[Back](#) [Next](#)

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e:vision Test - Welcome One

Home > e:vision > Your support

Your disability, long-term health condition or specific learning disability

Upload your supporting information

Please check our [supporting information list](#) before completing this section of the form. Where possible please provide evidence in .PDF format.

You can submit the form without providing evidence but we may ask you for supporting information later on.

Click on Choose File to pick a file to upload. Valid file extensions/document formats are: jpg, jpeg, png, gif, bmp, tiff, img, eps, pdf, ps, doc, docx, odt.

Once you have selected a file, you must click Upload File to attach the file to your form.

Files can be deleted, and re-added.

If you have any queries please [contact us](#).

Choose file No file chosen

Upload File Delete Selected Files

Back Next

3. Once submitted, your files are securely stored and are only visible to authorised Disability Practitioners and administrators.
4. **Drafting and Saving:** You can complete the registration in one session or click **Next** to save page progress.

⚠ Important Note on Draft Saving: If you exit the form halfway through page 2, the system will retain your confirmed answers on page 1, but any incomplete entries on page 2 will be cleared when you next log in.

5. **Information Sharing Consent:** You will be prompted to check a mandatory sharing consent box. This allows Disability Services to share your recommended adjustments with third parties, e.g. DSA Support providers or other external support – it does not impact sharing within the University.

Your disability, long-term health condition or specific learning disability

[Resume later](#)

Your data

Permission to share disability data with third parties

Whilst we do not require your consent to enable us to arrange reasonable adjustments, we do require consent from you to liaise with external organisations for the purposes of arranging externally funded support.

In order to provide an effective service tailored to support your individual specific needs, we may need to share information with external agencies to organise support for you. This might include

- Sharing information with student funding bodies and assessment centres for the purpose of assisting you with an application for Disabled Students' Allowances
- Non-medical help providers - to provide tailored non-medical help support packages (e.g. note-takers, library support assistants, readers, examination support, mentoring, study skills). This is usually through an external organisation who are contracted to assist the University in providing this support.

For further information relating to how we share disability data, please refer to the [Disability Services 'Sharing Disability Data'](#) web page. For further information about how the University uses, stores and shares your data, please refer to the [Privacy Notice for applicants](#) and [Privacy Notice for Students](#).

If you have any concerns about the sharing of disability data, please [contact Disability Services](#) so we can understand your concerns and answer any questions you may have.

If you do not want Disability Services to share this information with third parties you should choose 'I do not give my permission to share data with third parties'.

- ☐ give my permission to share my data with third parties
- ☐ do not give my permission to share my data with third parties

[Back](#)

[Next](#)

6. **Submit the form.:** You will be shown a summary of the information you have provided. Click **Submit** to send your registration to the team. (*Note: The system automatically saves your data as you move to the next page, so you do not need to look for a "Save and Exit" button*).

Your registration summary

You may cancel your registration before submission via Your support > Your Disability Services registrations. After submission contact Disability Services. If you do this, we will remove all data from the student information system (SITS) provided as part of this request in line with our data retention policy.

[Resume later](#)

Questions and Responses

Please indicate your disability, impairment, health condition or specific learning difficulty (difference):

(Please read through the full list before making your selection, you may select more than one)

- Mental health condition, challenge or disorder, such as depression, schizophrenia or anxiety
- Learning difference such as dyslexia, dyspraxia or AD(H)D
- Physical impairment (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying)

Please identify the one that you feel is your primary condition

Mental health condition, challenge or disorder, such as depression, schizophrenia or anxiety

Please tell us more about your disability/health condition/learning difficulty and how it affects your studies. You can tell us about any support you received in your previous study including any individual examination arrangements:

This is a set of test data - please evaluate my condition.

Consent

I give my permission to share my data with third parties

Uploaded supporting documents

Please check that all of your evidence is attached to your form before clicking 'Submit'

Filename	Preview
206011600.pdf	206011600.pdf
SSP Supervisors Technical Userguid.docx	SSP Supervisors Technical Userguid.docx

[Back](#)

[Submit](#)

7. You will receive an automated email confirmation once your request has successfully entered the Disability Services triage queue. Look out for a confirmation email.



3. Tracking Your Application Status

Once submitted, your application will go through our triage process. You can check the progress of your application at any time.

1. Navigate to the **Your Support** page in e:vision.
2. Your current application status will be displayed at the top of the portal.

Understanding Your Status:

- **Submitted/Received:** Your application is in our triage queue waiting to be assigned.
- **Under Review:** A Disability Practitioner has been assigned and is assessing your application and evidence.
- **Information Requested:** The practitioner requires further evidence or clarification. You will receive an email notification detailing what is needed.

Your Support

Health and wellbeing

Health and wellbeing >

Absences

Complete Self-Certification of Sickness Absence > View Guidance >

Assistance Funding

Assistance funding >

Disability Services

Academic adjustment and support on the basis of a disability, long term health condition, specific learning difficulty or mental health condition.

Key actions

You have a message from Robert Simpson .

Registration details

Your Disability Services registrations

Date Started	Date Saved	Date Submitted	Status	Required action
11/Jun/2026		11/Jun/2026	Draft	View

- **Drafting Plan:** Your practitioner is creating your tailored draft SSP.
- **Active:** Your SSP has been published and is live.

4. Reviewing and Authorising Your Draft SSP

Once your practitioner has structured your adjustments, they will create a draft SSP. Depending on the complexity of your adjustments, they will configure one of the following publication routes:

Route A: Direct Publish

For standard adjustments, your practitioner may publish your plan directly. It will become active immediately, and you will receive an automated email detailing how to view it.

Route B: Student Approval Period

For more complex or bespoke adjustments, your practitioner will send the plan to your e:vision portal for review.

1. You will receive an email alert asking you to log into e:vision to review your draft.
2. Navigate to **Your Support** to view the proposed adjustments.

Action required
You have an action to complete for your Student Support Plan. Navigate to 'Your Support' page

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e:vision Test - Welcome Testy

 > e:vision > Your support

Draft SSP
You need to **review the draft by 25-Jun-2026**
You can choose to publish the draft now or to pause publishing while you discuss changes with your Practitioner.
If you do not review the request by **25-Jun-2026**, the SSP will be **automatically published**.

DRAFT: Student Support Plan
This document includes the academic (teaching and exam) adjustments recommended. It includes the students declared disability, and if required a link to further information about the disability.
The University has responsibilities under the [Equality Act 2010](#) and aims to ensure that students are not treated less favourably for a disability-related reason. Due regard should be paid to the sensitive and personal nature of information and care should be taken to handle data in line with the [General Data Protection Regulation](#).
Whilst the University will make best efforts to share the document appropriately, it is your responsibility to inform your tutors you have an SSP and to refer to it when requesting adjustments. If you would like your SSP reviewing at any time please contact Disability Services.

Embargo flag:Invalid RQH code 'SSO_BKLST_1'.
ITNO:

Student details

Name (preferred name): Testy	Surname: Harrison
Student code: 303070116	Contact email:
Home/overseas: Home	Date of birth:

e:vision Test - Welcome Testy

[Home](#) > [e:vision](#) > [Your support](#)

Your Disability Services Registration

View Request

Request details

Emails received

A draft SSP has been shared with you. You need to **review the draft by 25-Jun-2026**

You can choose to publish the draft now or to pause publishing while you discuss changes with your Practitioner.

If you do not review the request by **25-Jun-2026**, the SSP will be **automatically published**.

Your request

- has been assigned to **Robert Simpson** who will be in touch with you shortly
- is being reviewed alongside the **additional information** you have supplied

Embargo flag:Invalid RQH code 'SSO_BKLST_1'.
ITNO:

Student details

Name (preferred name): Testy	Surname: Harrison
Student code: 303070116	Contact email:
Home/overseas: Home	Date of birth:

Declared disability/Long term health condition: Mental health condition, challenge or disorder, such as depression, schizophrenia or anxiety

Actions

View draft SSP
Exit

Programme details

- You must select one of the following actions within the designated timeframe (typically **14 days**):
 - Approve:** The SSP publishes immediately and is shared with your academic department.
 - Reject:** If you object to the wording or feel something is missing, select reject. You must input your reasons in the provided text box. This freezes the draft and alerts your practitioner to contact you.
 - No Action (Timer Expiry):** If you take no action, the SSP will automatically publish when the configured deadline expires. This is to ensure that critical support and exam arrangements are not delayed.

Discussions		need longer than peers to process questions and to formulate a response.
Group work	Ensure group work is properly facilitated.	Liaise directly with the student about group work and identify relevant factors to discuss with the group - e.g. the need for peers to be aware of speaking one at a time in group settings.
Teaching materials	Accessibility of Audio and Video materials or ensure accessible alternatives where possible	Provide access to video/audio material in advance. Provide subtitles for video material where available. A Closed Caption function (displaying on-screen text) is available on most video platforms. Check for accuracy, especially subject-specific words. UoY's Box of Broadcasts is a useful resource as many programmes are subtitled/transcribed. Use automatic captions on Replay
Seminars and Group Discussions	Be aware the student will have fluctuating participation in teaching sessions	Allow for the fact that the student's level of participation in discussions is likely to fluctuate at times.
Attendance	Allow flexibility with the attendance policy	Attendance and catching up - Please be aware that the student may at times need to take disability related absence. Please adapt any standard attendance procedures accordingly to allow greater flexibility. Should absences become extended or frequent the Department should call for a meeting with the student to discuss.

Back to 'View Request'
Publish SSP

Pause and review

5. Viewing Your Active SSP

Your active SSP is always available in e:vision, providing a transparent record of your support.

1. Navigate to **Your Support** in e:vision.
2. Select **View My Support Plan**.
3. You will see your active adjustments structured cleanly by category (e.g., Teaching and Learning, Assessments, Library Services).



Your Support

Health and wellbeing

[Health and wellbeing](#)

Absences

[Complete Self-Certification of Sickness Absence](#) [View Guidance](#)

Assistance Funding

[Assistance funding](#)

Disability Services

Registration details

Your Disability Services registrations

Date Started	Date Saved	Date Submitted	Status	Required action
11/Jun/2026		11/Jun/2026	Published	View

Your Student Support Plan (SSP)

Shared date	Current course End date	Status	Required action
11/Jun/2026	15/Sep/2026	Active	View

6 Requesting a Review or Amending Your SSP

If your condition changes, you receive a new diagnosis, or you find your current adjustments are no longer suitable for your study or assessment styles, you can request an official review.

Step-by-Step Review Request:

1. Scroll to the bottom of your active SSP in e:vision.
2. Click the **Request a Review** button.
[Screenshot 7: Bottom of the SSP view displaying the 'Request a Review' button]
3. In the provided text box, explain the reasons for your request and details of the

changes you believe are required.

The screenshot shows a web page titled "e:vision Test - Welcome Testy". Below the title is a breadcrumb trail: "e:vision > Your support". The main heading is "Your Registration with Disability Services". A yellow box contains the text: "You may Save & Exit this form at any point and return to it later. Once you have submitted your request you will see a confirmation message and you will receive an email summarising the information you have provided and confirming what happens next." Below this is a section titled "Your request summary" with a "Resume later" button. A red box highlights the "Details provided" section, which contains the text: "Please provide us with any information which will help prepare for the review:". To the right of this text are two input fields: "Change of study - lab work (+more detail)" and "Change of circumstance (detail e.g. new diagnosis)". Below these fields are two buttons: "Back" and "Submit". A red arrow points to the "Submit" button.

4. Click **Submit** (or **Save for Later** if you wish to return to it). This sends an alert directly to your disability practitioner.

7. Points of Contact

- **Technical Portal Issues:** For any system bugs, login problems, or errors experienced whilst using the e:vision portal, please contact Student Systems at **sits-support@york.ac.uk**.
- **Support Adjustments & Advice Queries:** To discuss your specific adjustments, arrange an appointment, or amend your plan, please contact Disability Services at **disabilityservices@york.ac.uk**.

8. Frequently Asked Questions (FAQs)

Who can see my support plan?

Staff access is strictly controlled and limited to what they need to know to implement your support. Your academic supervisor has full visibility of your plan. Module tutors only see teaching adjustments relevant to their modules. The Exams team can only access specific assessment logistics. Your sensitive medical diagnosis remains confidential within Disability Services.

Why is my plan showing as a PDF link rather than the new format?

During our transition period, plans created prior to June 2026 will temporarily appear in your portal as a PDF link inside an amber warning banner. These plans are gradually being migrated into our database. All plans should be fully migrated by the end of the 2026 calendar year, with the vast majority complete by October 2026. Once migrated or reviewed, your adjustments will display in the new native, interactive format.

How will I be notified of updates to my plan?

Any time a practitioner publishes or updates your SSP following a review, consultation, or workshop, you will receive an automatic email notification. The changes will instantly be visible in your **Your Support** dashboard.

Can I upload files larger than 5MB?

No. SITS has a strict 5MB upload limit per file. If your medical documentation is larger than 5MB, please email the file to disabilitysupport@york.ac.uk directly.

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