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| **Issue raised in assessment** | **Standard advice given** |
| **Equipment** |  |
| Are characters and text on your display screen/monitor clear and readable? | The characters on the screen should be clear and readable. The text size should also be appropriate and comfortable for the user. If the characters are unclear then the user should be encouraged to clean their screen with appropriate materials. If the characters are too small then the user should adjust the size of the font or alter your screen resolution. For further advice on how to do this contact the ITS Helpdesk ([helpdesk@qmul.ac.uk](mailto:helpdesk@qmul.ac.uk)).  If using Windows, a quick means of getting magnification is to press the Windows and plus (+) keys simultaneously. To reduce magnification press the Windows and minus (–) keys simultaneously. |
| Is the visual screen image stable (i.e. free from flicker)? | If the user is experiencing screen flicker they should check that all cable connections are screwed in tightly. They should also make sure cables are out of the way (from feet, hands or other objects) and check what is around as other devices can cause screen flicker (e.g. mobile phones, radios, fans etc.). If the issue still persists, the user should be encouraged to contact the ITS Helpdesk ([helpdesk@qmul.ac.uk](mailto:helpdesk@qmul.ac.uk)). |
| Do you know how to adjust screen brightness and contrast if you need to? | To adjust the screen brightness, go to settings > system > display. Users should adjust the brightness based on the environment i.e. if the room is very dim, do not have a very bright screen as this can cause eye strain. Many computers also have the capability to activate ‘night mode’ which can remove the backlight / blue light, which could also be a source of eye strain. |
| Is the screen free from glare and reflections? | Users should make sure that their desk or table is positioned at a 90 degree angle to any windows in order to minimise glare. Other aids that can reduce glare are anti-glare screen filters and anti-glare desk mats, where necessary. |
| Do you have adjustable window coverings provided and in adequate condition? | If the lack of / poor condition of window coverings is causing the user issues (e.g. glare) consideration should be given to requesting for blinds to be fixed / installed by contacting the Estates and Facilities Helpdesk (eaf-helpdesk@qmul.ac.uk) |
| Does your screen or its housing swivel and tilt and have the ability to move up and down? | If this is causing the user any issues, consideration should be given to ordering an adjustable monitor stand. |
| Is it possible for you to find a comfortable keying position? | If the user has followed the guidance offered before commencing the assessment checklist, this will help them to achieve a comfortable keying position. If they are still unable to achieve this, it may be necessary to carry out a visual check of how they are working and what is preventing them from achieving it. |
| Are the characters on the keys (of the keyboard) easily readable? | If characters are unclear, the user should clean the keyboard with appropriate material. Where characters are considerably worn they should contact the ITS Helpdesk ([helpdesk@qmul.ac.uk](mailto:helpdesk@qmul.ac.uk)) to source a suitable alternative keyboard. |
| Is your mouse positioned close to you? | The user should position their mouse close to the side of their keyboard and within easy reach. It is also worth exploring other types of keyboards such as those without a numeric pad (which allows the mouse to be closer to the user) or ones which incorporate a mouse. |
| **Furniture** |  |
| Is your chair stable? | Users can learn more about how to adjust their chair properly here: <http://www.hsd.qmul.ac.uk/a-z/dse_eye-care/>  If the chair is faulty or does not have the appropriate adjustments, consideration should be given to having it replaced. The QMUL porters also have a number of good quality second hand chairs stored in the basement of Queens’ Building. The advantages of these are that the user gets a chance to try them out and see which best suits their needs. |
| Are your chair's castors or glides working smoothly? | Users can learn more about how to adjust their chair properly here: <http://www.hsd.qmul.ac.uk/a-z/dse_eye-care/>  The user should first check that there is no lint caught in the castor or glides. If the chair is faulty or does not have the appropriate adjustments, consideration should be given to having it replaced. The QMUL porters also have a number of good quality second hand chairs stored in the basement of Queens’ Building. The advantages of these are that the user gets a chance to try them out and see which best suits their needs. |
| Is your chair's swivel mechanism working properly? | Users can learn more about how to adjust their chair properly here: <http://www.hsd.qmul.ac.uk/a-z/dse_eye-care/>  If the chair is faulty or does not have the appropriate adjustments, consideration should be given to having it replaced. The QMUL porters also have a number of good quality second hand chairs stored in the basement of Queens’ Building. The advantages of these are that the user gets a chance to try them out and see which best suits their needs. |
| Is your seat height mechanism working and properly adjusted? | Users can learn more about how to adjust their chair properly here: <http://www.hsd.qmul.ac.uk/a-z/dse_eye-care/>  If the chair is faulty or does not have the appropriate adjustments, consideration should be given to having it replaced. The QMUL porters also have a number of good quality second hand chairs stored in the basement of Queens’ Building. The advantages of these are that the user gets a chance to try them out and see which best suits their needs. |
| Is your seat back height and tilt mechanism working and properly adjusted? | Users can learn more about how to adjust their chair properly here: <http://www.hsd.qmul.ac.uk/a-z/dse_eye-care/>  If the chair is faulty or does not have the appropriate adjustments, consideration should be given to having it replaced. The QMUL porters also have a number of good quality second hand chairs stored in the basement of Queens’ Building. The advantages of these are that the user gets a chance to try them out and see which best suits their needs. |
| Is the small of your back supported by the chair's backrest? | Users can learn more about how to adjust their chair properly here: <http://www.hsd.qmul.ac.uk/a-z/dse_eye-care/>  If the chair is faulty or does not have the appropriate adjustments, consideration should be given to having it replaced. The QMUL porters also have a number of good quality second hand chairs stored in the basement of Queens’ Building. The advantages of these are that the user gets a chance to try them out and see which best suits their needs. |
| Do your feet rest flat on the floor when your seat height is correctly adjusted? | User should obtain a footstall to ensure their feet can be placed firmly on the floor. |
| Are your forearms at right angles to the workstation (when seated)? | If the user has followed the guidance offered before commencing the assessment checklist, this will help them to achieve a comfortable keying position. If they are still unable to achieve this, it may be necessary to carry out a visual check of how they are working and what is preventing them from achieving it. |
| Can your wrist/forearms be kept "neutral" during keying/in use? | If the user has followed the guidance offered before commencing the assessment checklist, this will help them to get their wrist/forearms into "neutral" during keying/use get a comfortable keying position. If they are still unable to achieve this, it may be necessary to carry out a visual check of how they are working and what is preventing them from achieving it. |
| Are your eyes at roughly the same height as the top of the screen? | The user’s eyes should be in line with the top of their monitor. If they are unable to raise their screen to this height, they should obtain a screen raiser. In the interim, they may find that putting a ream of paper or a book under their monitor will have the same effect. |
| Is there sufficient room to change position and vary movement? | Regulations state that workstations should be a minimum of 11 cubic metres. However, the user should be able to vary movement comfortably. To ensure they can move comfortably, they should try to avoid having things kept underneath or behind their desk. |
| Can you comfortably reach all the equipment and papers you need to use? | If the user has followed the guidance offered before commencing the assessment checklist, this will guide them on how to ensure they can comfortably reach their equipment. Items that are in regular use such as their keyboard, mouse and telephone should be moved to a position which enables comfortable and easy reach. If wires are preventing them from moving this equipment, they should raise a ticket with ITS ([helpdesk@qmul.ac.uk](mailto:helpdesk@qmul.ac.uk)). Other items which are not used as often (paper trays and files) can be placed in a convenient position but further away. |
| Are work surfaces free from glare and reflection? | Users should make sure that their desk or table is positioned at a 90 degree angle to any windows in order to minimise glare. Other aids that can reduce glare are anti-glare screen filters and anti-glare desk mats, where necessary. |
| **Laptops, Notepads, Tablets & Smart Phones** |  |
| Do you have a docking station, laptop raiser blocks or a laptop travel stand (where uninterrupted usage is longer than 30 minutes)? | If their work requires them to use a laptop or mobile device frequently, it is highly recommended the user obtains a raiser to use with a separate keyboard and mouse. This will help to reduce neck and eye strain, which occurs as a result of the screen not being at eye level. |
| Do you have a keyboard and mouse independent of the laptop (where uninterrupted usage is longer than 30 minutes)? | If their work requires them to use a laptop or mobile device frequently, it is highly recommended the user obtains a raiser to use with a separate keyboard and mouse. This will help to reduce neck and eye strain, which occurs as a result of the screen not being at eye level. |
| Do you understand and apply the advice provided about correct postures for using a laptop in cars, trains, planes, hotels and other public premises? | If their work requires them to use a laptop or mobile device frequently, it is highly recommended the user obtains a raiser to use with a separate keyboard and mouse. This will help to reduce neck and eye strain, which occurs as a result of the screen not being at eye level. |
| Do you understand and apply the advice provided about correct postures for using a laptop at home? | If their work requires them to use a laptop or mobile device frequently, it is highly recommended the user obtains a raiser to use with a separate keyboard and mouse. This will help to reduce neck and eye strain, which occurs as a result of the screen not being at eye level. |
| **General, Health & Eye Care** |  |
| Do you take regular breaks away from your workstation and display screen by performing other tasks? | It is important that users take regular breaks away from their PC, even if it is just a trip to the watercooler or tea point to make a cup of tea. Another good practice is the 20:20:20 rule – for every 20 minutes working with display screen equipment, look away out of the window into the distance (20 metres away), for approximately 20 seconds.  There are a number of apps that can be downloaded which can help with reminding users to take regular breaks, as time often drifts by when you are engrossed in your work. |
| Are you free from discomfort as a result of the lighting? | Please see here <http://www.hsd.qmul.ac.uk/a-z/working-environment-/> for the standards expected intended for lighting in the workplace, how to raise any concerns and some potential solutions. |
| Are you free from discomfort as a result of the airflow? | Please see here <http://www.hsd.qmul.ac.uk/a-z/working-environment-/> for the standards expected intended for ventilation in the workplace, how to raise any concerns and some potential solutions. |
| Are you free from discomfort as a result of the heat levels? | Please see here <http://www.hsd.qmul.ac.uk/a-z/working-environment-/> for the standards expected intended for heating / cooling in the workplace, how to raise any concerns and some potential solutions. |
| Are you free from discomfort as a result of the noise levels? | Consideration should be given to what the source of the uncomfortable noise level is.  Where the noise levels are uncomfortable as a result of being in an open plan office, potential ways to mitigate against this are as follows:   1. The most effective is to encourage a cultural change in the office; encourage staff to talk in lower tones and when conducting conversations to do so seated (thus preventing projection of their voice across acoustic screens) and doing so nearer to each other rather than across the room. 2. Consider providing taller acoustic screens. This has to be a managerial decision that weighs the balance between the need for noise reduction, against the desire to encourage a more collegiate form of working. 3. Consider the provision of acoustic booths or meeting rooms where conversations can be conducted, or encourage staff to conduct conversations outside in the corridor – again this is largely an encouragement of a cultural change. 4. Consider the use of noise cancelling headphones. However, this should be a last resort as there is still the need to be aware of one’s surroundings and in particular the need to hear the sound of alarms. |
| Are you free from aches and pains in the neck, back and upper limbs as a result of your display screen equipment? | Users should describe the location, frequency and intensity of their aches and pains and asked if this is a result of DSE use. If they made changes to their workstation after watching the tutorial, this may help with the aches and pains they are experiencing. If they do not notice a difference within a couple of weeks, they should be encouraged to visit their GP or contact Occupational Health (0207 882 8700) for further advice. |
| Are you free from headaches and eye strain as a result of your display screen equipment? | Users may wish to make use of the employee eye care scheme, of which they can learn more about here: <http://www.hsd.qmul.ac.uk/a-z/dse_eye-care/>. They should also take regular breaks from the workstation, including eye breaks to reduce strain. As a general rule, they should be looking away from their monitor roughly every 20 minutes for a period of 20 seconds preferably out of a window or at long distance to allow for their eyes to adjust. |
| Have you been advised of your entitlement to eye and eyesight testing? | Users can learn more about their entitlement to eye care here: <http://www.hsd.qmul.ac.uk/a-z/dse_eye-care/> |
| Are you free from any other discomfort or symptoms you attribute to use of your workstation or display screen equipment? | Respond to specific requirements raised. |
| Are you free from any specific requirements? | Respond to specific requirements raised. |
| Have these questions covered all issues or problems you might encounter at your workstation or when using display screen equipment? | Respond to specific requirements raised. |

**If additional information / support is required, please contact HSD Helpdesk on x5701 for more information**