Division of Student Affairs

DSA Area Name: Student Life and Support Programs

Procedure Number: SLSP-p.006.02

Effective Date: 7/01/2023

Student Affairs Working Procedure on Requesting and Utilizing Note-Taking Services

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Intent: To provide services to students whose documented disability makes note-taking in class challenging or impossible.

Background: CSU (California State University) Coded Memorandum AA-2014-08, CSU Executive Order No. 1111, The Americans with Disabilities Act of 1990, as amended 2008 (ADAAA (Americans with Disabilities Act Amendments Act)); Sections 504 and 508 of the Federal Rehabilitation Act of 1973, as amended; and applicable state laws including but not limited to the FAIR Education Act, Education Code sections 67302, 67310-13 and sections 11135 and 12926 of the California Government Code.

Accountability: Vice President for Student Affairs, Associate Vice President for Student Affairs – Student Life and Support Programs, Director of Disability Accommodation and Support Services (DASS), DASS professional staff, and the Title IX/ADA Coordinator for Students.

Applicability: Students with an appropriately documented disability that have applied for accommodation services through DASS and are enrolled full or part-time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended University.

Definitions:

> **Note-Taking Accommodation:** Note-Taking assistance is provided as accommodation for students whose documented disabilities inhibit their ability to take notes. Through the interactive process and provided documentation, counselors may determine that the student has a disability that affects their note-taking abilities. Multiple disabilities may make a student eligible for note-taking. Some examples may include auditory processing disorder, ADHD, a physical disability that impairs hand function, etc. Note-taking accommodations are intended to supplement, not replace, a student's note-taking efforts, filling in the gaps in their notes.

> **Messenger Pigeon:** Messenger Pigeon (MP) is a third-party contracted digital technology tool that provides a set of professional and organized typed notes from a live subject specialist Note-Taker. Students upload an audio lecture recording from either their recording device or DASS digital recorder to receive summarized notes from the MP website. MP serves as the primary source of note-taking for students eligible for note-taking accommodations.

Messenger Pigeon - LIVE: Messenger Pigeon (MP)-LIVE sends a contracted professional note-taker to take notes synchronously during a virtual class session. MP will then send the notes to DASS note-taking after the class session and notes will be uploaded to selected students' DASS online portal accounts afterward. MP may not be the best fit for some students with specific disability types such as hearing, hand/arm mobility, and visual limitations. Due to this, students are approved for either Peer Note-Taking or MP-Live services. MP-Live serves for virtual classes. Not all courses qualify for MP-Live. Virtual courses that do not have a lecture part do not qualify for notes, including online-only classes with no lecture recordings.

Peer Note-Taker: Peer Note-Takers are hired student assistants who are trained to take handwritten or typed notes based on lecture content during in-class scheduled sessions. MP may not be the best fit for some students with specific disability types such as hearing, hand/arm mobility, and visual limitations. Due to this, students are approved for Peer Note-Taking or MP-Live services. Peer Note-Takers serve for in-person classes. Not all courses qualify for peer note-taking. Courses that do not have a lecture part do not qualify for notes, including most labs, open discussion forums, performance art (dance) courses, etc.

Business Day: A business day is defined as Monday-Friday dates; weekend and holiday dates are not included.

DASS Procedure:

Messenger Pigeon (MP)

To ensure compliance with Federal, State, and CSU mandates of providing course accessibility to individuals with disabilities promptly, the University provides most DASS Note-Taking Accommodations through a CSU-approved contracted professional note-taking service, Messenger Pigeon (MP). Our goal is to provide student support for this need while also encouraging responsibility and independence in note-taking.

1. MP accommodations are approved individually through an interactive process between an assigned DASS counselor and the student. Students who supply documentation supporting the need for note-taking accommodations will be approved for MP.
2. Once a student has established eligibility for MP accommodations, they must return to the DASS Online Portal each semester of enrollment to request services for each class in which MP accommodations are needed.
3. MP serves as the primary source of notes for students eligible for note-taking accommodations. There may be certain circumstances where a course may require more than audio recording for notes, such as those with included illustrations, equations, maps, etc. If students find they have a course that requires more than audio recording for accurate notes or believe the course content is not suitable for MP, they should arrange to meet with the DASS Note-Taking Assistant each semester to review alternate options. The DASS Note-Taking Assistant will decide which note-taking format is the most reasonable accommodation for the course. It is recommended to set up an online appointment with the DASS Note-Taking Assistant at their earliest convivence so that their request can be approved promptly.
4. DASS staff will create an MP online account for eligible students who requested MP services for the semester.

5. The students will receive a notification with their account login information via their MyCI email account. Students must follow the instructions to log in and change their MP password.
6. MP requires a student to audio record each course lecture. Students handle recording and uploading each class lecture and course content to their assigned MP account. Students may use a personal device for audio recording or, can check out a DASS digital recorder.
7. Students may upload course PowerPoints and any other supplemental documents and/or materials onto their MP account that align with the submitted recording.
8. MP will assign a professional note-taker to review the student's recording and summarize the audio content.
9. Students will receive a notification email that their MP notes are ready for download 24-48 hours (about 2 days) after uploading. The 24–48-hour upload policy only applies within business days. Notes are not processed over the weekends and/or holidays.
10. Students can access, download, and review digital notes provided by MP.
11. Students should regularly check their MP account and notify DASS staff of any discrepancies such as delayed notes and/or typing/formatting errors.
12. Students must keep their MP login information private and may not share it with others.
13. Students will contact notetaking@csuci.edu to cancel MP accommodation requests if dropping a course or notes are no longer needed.
14. Students will contact notetaking@csuci.edu if they would like to receive further training on the use of MP or to troubleshoot any problems that may arise.
15. Students are responsible for notifying their DASS counselor if they have a change in their documented disability. Upon the completion of an interactive process between the student and the DASS counselor, if it is determined MP services are not suitable for the student, students will be accommodated with either Messenger Pigeon-LIVE or Peer Note-Taking Services.
16. Note-taking services are designed to support student learning. Note-taking services do not relieve students from the responsibility of attending class, actively participating, and taking notes to the best of their ability.

Messenger Pigeon (MP) – LIVE

1. MP-LIVE accommodations are approved individually through an interactive process between an assigned DASS counselor and a student. MP may not be the best fit for some students with specific disability types such as hearing, hand/arm mobility, and visual limitations. Due to this, students are approved for either Peer Note-Taking or MP-Live services. MP-Live serves for virtual courses. Students who provide documentation supporting the need for MP-Live accommodations during the interactive process will be approved.
2. Once a student has established eligibility for MP-LIVE accommodation, they must request the accommodation through the DASS Online Portal each semester and for each course in which the MP-LIVE accommodations are needed.
3. MP- LIVE sends a professional human note-taker to attend a scheduled class throughout the semester. The MP contracted professional note-taker will take notes synchronously during the class online session and/or may be added to the course Canvas page. The DASS Note Taking Assistant will coordinate with faculty members, MP, and Teaching Learning Innovations (TLI) to ensure that the professional note-taker has access to the Zoom link and/or Canvas page.
4. MP will send the notes from the lecture to the DASS Note-Taking Assistant after the class session.

5. Once DASS has received the notes, they are uploaded to the student's DASS Online Portal during business hours.
6. Note-taking services are designed to support student learning. Note-taking services do not relieve students from the responsibility of attending class, actively participating, and taking their notes to the best of their ability.

Peer Note-Taking Services

CSU Channel Islands students may apply to become a hired Peer Note-Taker regardless of their enrollment in a course. Peer Note-Takers are paid $16 an hour for their services and can work up to a total of 20 hours per week across all jobs on campus. Peer Note-Takers must meet all eligibility requirements and must agree to all Peer Note-Taking responsibilities.

1. Peer Note-Taking accommodations are approved individually through an interactive process between an assigned DASS counselor and a student. MP may not be the best fit for some students with specific disability types such as hearing, hand/arm mobility, and visual limitations. Due to this, students are approved for Peer Note-Taking or MP-Live services. Peer NoteTakers are assigned only to face-to-face courses. Students who provide documentation supporting the need for peer note-taking accommodations during the interactive process will be approved.
2. Once a student has established eligibility for peer note-taking accommodation, they must request the accommodation through their DASS Online Portal each semester and for each class in which peer note-taking accommodations are needed.
3. Students who are eligible for peer note-taking services must meet with the DASS Note-Taking Assistant virtually for their peer note-taking requests to be processed.
4. DASS staff will first try to secure a Peer Note-Taker who may or may not be enrolled in the course. If a note-taker is recruited who is not enrolled in the course, DASS Staff will work with faculty to receive permission for the non-enrolled Peer Note-Taker to attend the in-person class session.
5. If a Peer Note-Taker cannot be secured, DASS will contact the faculty to request help to secure a Peer Note-Taker.
6. Students also have the choice of directly asking a student enrolled in the course if they would be interested in becoming a DASS Peer Note-taker. In this case, the student must notify DASS staff that they have referred a student to the DASS office by sending an email to: notetaking@csuci.edu.
7. Peer Note-Takers upload notes to the DASS Online System within 24 hours of each class session. DASS does not provide Peer Note-Takers with any information about the student for whom they are taking notes.
8. Most labs, open discussion forums, and performance art (dance) courses are not provided with Peer Note-Takers unless there are special circumstances in the student's documented disability.
9. Note-taking services are designed to support student learning. Note-taking services do not relieve students from the responsibility of attending class, actively participating, and taking their notes to the best of their ability.

DASS Peer Note-Taker Responsibilities

Peer Note-Taker candidates must be current CSU Channel Islands students, in good academic and behavioral standing as well as have a minimum 2.50-grade point average.

A Peer Note-Taker agrees to:

- Review all note-taking-related emails and information sent by DASS staff.
- Attend all note-taking training virtually and/or in-person provided by DASS staff.
- Maintain mindfulness of the importance of the notetaker role for the student whom they will be serving.
- Work in a professional, punctual, dependable, and flexible manner.
- Work independently and be self-motivated to complete assigned tasks.
- Convey all information presented during class discussions and classroom material (oral, projected, and written) in written or typed format in a legible and organized manner.
- Take and submit notes for lectures, digital content, student presentations, guest lectures, class discussions, and in-class movies or videos.
- Collect any assignments, handouts, or worksheets for note-taking-related posts.
- Incorporate Cornell and Outline note-taking methods.
- Scan and upload handwritten notes in a single document/file to the DASS online portal.
- Submit actual notes.
- Do not use notes for unapproved distribution.
- Upload each set of notes on the DASS online system no later than 24 hours after each class session.
- Understand that DASS staff will check uploaded records throughout the semester for consistency and may require other documentation as needed.
- Understand that DASS staff will let them know if notes are illegible or incomplete and they agree to incorporate necessary feedback.
- Understand that if notes are not uploaded on time or missed for two (2) total scheduled class meetings, they will receive a written warning.
- Understand that if notes are not uploaded on time or miss four (4) total scheduled class meetings, disciplinary actions may be explored.
- Maintain strict confidentiality about students' information. If they become aware of a student's identity, they will notify DASS immediately.
- Leave a canceled class within 15 minutes of no faculty showing up.
- Notify DASS at least seven (7) days in advance of any schedule changes, including a gap in their service.
- Attempt to find coverage with at least 3 other peer note note-takers for any missed classes.
- Communicate with the DASS Note-Taking team and DASS Note-Taking Assistant through the Microsoft Teams Application.
- Address any issues or concerns that may arise by emailing notetaking@csuci.edu.
- Attend scheduled class meetings on exam days to ensure any lectures on those are captured. If there are no lectures on exam days, holidays, or because of a canceled class, they will notify notetaking@csuci.edu and report their hours accordingly.
- Time reporting will include only the scheduled class meeting time as well as 15 minutes per session for uploading notes; please see specific time reporting details below:

Class Meeting Time	Time to Report per Scheduled Class Meeting
50-minute class	1.1 hours
1 hour and 15-minute class	1.5 hours
1 hour and 50-minute class	2.1 hours

2-hour and 50-minute class	3.1 hours

- Report hours worked in TLSS (Time & Labor Self Service) through CI Personnel as well as on a Word version of a timesheet that is to be sent via email to notetaking@csuci.edu.
- Understand that student employees can work up to 20 hours per week across all jobs on campus and will communicate with the DASS Note-Taking Assistant immediately if they accept another position on campus.

Araseli Navarro

Araseli Navarro (Jun 29, 2023 16:18 PDT)

06/29/2023

DASS Note-Taking Assistant's Name	DASS Note-Taking Assistant's Signature	Date

Approved:

Nick Fuentes

Nick Fuentes

Nick Fuentes (Jun 29, 2023 16:56 PDT)

06/29/2023

DASS Director's Name	DASS Director's Signature	Date

Cindy Derrico

06/30/2023

DSA Area Head's Name	DSA Area Head's Signature	Date

Eboni Ford Turnbow

Eboni Ford Turnbow (Jun 30, 2023 11:37 PDT)

06/30/2023

VPSA's Name	VPSA's Signature	Date