Division of Student Affairs

DSA Area Name: Identity, Diversity, Equity, and Access  

Effective Date: 01/01/2023  

Procedure Number: ROI-p.006.02

Student Affairs Working Procedure on Note-Taking Services

**Intent:** To provide services to students whose documented disability makes notetaking in class difficult or impossible.

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

**Accountability:** Vice President for Student Affairs, Associate Vice President for Student Affairs – Identity, Diversity, Equity, and Access, Director of Disability Accommodation and Support Services (DASS), DASS professional staff and the Title XI/ADA Coordinator for Students.

**Applicability:** Students enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education.

**Definition:**

**Note Taking Express- Standard:** Note Taking Express (NTE) is a third-party contracted service that provides a set of professional and organized typed notes from a live subject specialist Note Taker. The student uploads an audio lecture recording from either their smartphone or computer to receive their summarized notes.

**Note Taking Express- LIVE:** Note Taking Express (NTE) LIVE sends a human note taker to attend a scheduled class virtually through zoom throughout the semester. The NTE contracted professional note taker will take notes synchronously during the class session. NTE will then send the notes to DASS Note-Taking within seven hours after the class session. Notes are then uploaded to selected students’ DASS online portal accounts afterwards.

**Peer Note-Taker:** Student Assistant who takes handwritten or typed notes based on lecture content presented by faculty for someone else.

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

**DASS Procedure:**
Note Taking Express – Standard

To ensure compliance with Federal, State and CSU mandates of providing course accessibility to individuals with disabilities in a timely manner, the University provides most DASS Note Taking Services through a CSU approved contracted professional note taking service, Note Taking Express (NTE).

1. Students are deemed eligible for DASS note taking services after they complete their new student application and finish the interactive process with their assigned counselor.
2. Once a student has established eligibility for note taking services, they must request the service through their DASS Online Portal each semester and for each individual class in which note-taking services are needed.
3. All note taking requests are provided via a contracted vendor service, Note Taking Express (NTE). There may be exceptions with certain Math or Science classes that need a great deal of image-based notes. NTE is an audio-based service. Therefore, math and science requests will automatically be processed as a Peer Note-Taking request and the student will not be required to meet with the DASS Note Taking Assistant.
4. DASS staff will create an NTE online account for eligible students who requested NTE services for the semester.
5. The DASS student will receive a notification with their account login information via their MYCI email account. Students must follow the instructions to login and change their NTE password.
6. NTE requires the DASS student to audio record each course lecture. DASS students handle recording and uploading each class lecture and course content to their assigned NTE account.
7. DASS students may upload course PowerPoints and any other supplemental documents and/or materials into their NTE account that align with the submitted recording.
8. NTE will assign a professional note-taker to review the student’s recording and summarize the audio content.
9. The DASS student will receive a notification email that their NTE notes are ready for download 24-48 hours (about 2 days) after first upload. The 24–48-hour upload policy only applies within business days. Notes are not processed over the weekends and/or holidays.
10. The DASS student will access, download, and review digital notes provided by NTE.
11. The DASS student will regularly check their NTE account and notify DASS staff of any discrepancies such as delayed notes and/or typing/formatting errors.
12. DASS students are to keep their NTE login information private and are not allowed to share it with others.
13. DASS students will contact notetaking@csuci.edu to cancel NTE accommodation requests if the student is dropping a course or no longer needs notes for a course.
14. DASS student will contact notetaking@csuci.edu if they would like to receive further training on the use of NTE or to trouble shoot any problems that may arise.
15. DASS students are responsible to notify their DASS counselor if they have a change in their documented disability related reason that does not make it appropriate for them to utilize NTE services. Upon the completion of an interactive process with the student and DASS counselor, if it is determined NTE services are not right for the student, students will be accommodated with either Note Taking Express- LIVE or Peer Note Taking Services.
16. Notetaking support is designed to supplement student learning. Having a notetaker does not relieve the student with a disability from the responsibility of attending class, actively participating, and taking notes to the best of their ability. Notes are typically NOT supplied for
absences due to an illness or personal circumstance. Students will need notes from a peer in case of excessive absences.

**Note Taking Express – LIVE**

1. Students are considered eligible for DASS Note Taking Services after they complete their new student application and finish the interactive process with their assigned counselor.
2. DASS students eligible for NTE but deem NTE services as not right for their documented disability-related reason must meet with their DASS counselor in-person or via zoom. Upon the completion of an interactive process with the student and DASS counselor, if it is determined NTE services are not right for the student, student will be accommodated with Note Taking Express-LIVE.
3. Note Taking Express (NTE) LIVE sends a professional note taker to attend a scheduled class virtually through zoom throughout the semester. The NTE contracted professional note taker will take notes synchronously during the class session.
4. Depending on the student’s documented disability related reason, faculty members or the DASS student may audio record the class session through zoom.
5. The accommodation for Faculty Members to audio record the class session through zoom can take more than 5-7 business days to set into place after the faculty member has contacted DASS back. This is due to the lengthy coordination process that involves faculty, the Assistive Technology Specialist, NTE, and DASS Staff. DASS staff and the Assistive Technology Specialist will collaborate with faculty members to create a virtual zoom link and to supply equipment, training, and support when using Videoconferencing as a reasonable accommodation for a DASS student. The DASS Note Taking Assistant will coordinate with NTE to ensure that the professional note taker has access to the zoom link.
6. The accommodation for DASS students to audio record the class session through zoom must meet with the DASS Note Taking Assistant virtually before NTE Live requests can be processed.
7. In the meeting, DASS students will go over their class note taking requests and will create a zoom link to share with NTE. The meeting will also go over how to loan a laptop from the Broome Library should a DASS student need it.
8. NTE will then send the notes from the zoom audio lecture to DASS Note-Taking after the class session.
9. Once DASS Note Taking has received the notes, notes are uploaded to selected students' DASS online portal accounts during business hours/days.

10. Notetaking support is designed to supplement student learning. Having a notetaker does not relieve the student with a disability from the responsibility of attending class, actively participating, and taking notes to the best of their ability. Notes are typically NOT provided for absences due to an illness or personal circumstance. Students will need notes from a peer in case of excessive absences.

**Peer Note Taking Services**

Any student can apply to become a hired Peer Note-Taker regardless of their enrollment in a course. Peer Note-Takers are paid $15.50 an hour for their services and can work up to 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. Students are considered eligible for DASS Note Taking Services after they complete their new student application and finish the interactive process with their assigned counselor.
2. DASS students eligible for NTE but deem NTE services as not right for their documented disability-related reason must meet with their DASS counselor in-person or via zoom. Upon the completion of an interactive process with the student and DASS counselor, if it is determined NTE services are not right for the student, student will be accommodated with Peer Note Taking services.
3. DASS students eligible for peer note taking services must meet with the DASS Note Taking Assistant via zoom before peer note taking requests can be processed.
4. After a student has met with the DASS Note Taking Assistant, they must request the service through their DASS Online Portal for each class in which peer note-taking services are needed.
5. DASS staff will first try to secure a Peer Note-taker enrolled in the course.
6. If an in-class Peer Note Taker cannot be secured, DASS will contact faculty to request help to secure a Peer Note Taker.
7. If an enrolled student note taker cannot be secured after recruitment efforts, DASS staff will recruit a Student Assistant Note Taker not enrolled in the course. DASS Staff will work with faculty to receive permissions for the non-enrolled Peer Note Taker to attend the in-person class session.
8. DASS students also have the choice of directly asking a peer/student enrolled in the course if they would be interested in becoming a DASS Peer Note-taker. In this case, the DASS student must notify DASS staff that they have referred a student to the DASS office by sending an email to: notetaking@csuci.edu.
9. Peer Note-takers upload notes to the DASS Online System within 24 hours after each class session. DASS does not provide Peer Note Takers with any information about the DASS student for whom they are taking notes for.
10. Peer Note-Takers are not provided for Lab Courses unless there are special circumstances in the student’s documented disability related reason.
11. Notetaking support is designed to supplement student learning. Having a notetaker does not relieve the student with a disability from the responsibility of attending class, actively participating, and taking notes to the best of their ability. Notes are typically NOT provided for absences due to an illness or personal circumstance. Students will need notes from a peer in case of excessive absences.

**DASS Peer Note-Taker Responsibilities**

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

- Peer Note Takers agree to review all notetaking-related emails and information sent by DASS staff.
- Peer Note Takers agree to attend all notetaking training virtually and/or in-person provided by DASS staff.
- Peer Note Takers agree to 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.
- Peer Note Takers agree to take and submit notes for lectures, digital content, student presentations, and guest lectures.
• Peer Note Takers agree that handwritten notes will be scanned and uploaded in one document/file to the DASS online portal.
• Peer Note Takers agree to submit actual notes.
• Peer Note Takers agree to upload each set of notes on the DASS online system no later than 24 hours after each class session.
• Peer Note Takers understand that DASS staff will monitor uploaded records throughout the semester for consistency and may require additional documentation as needed.
• Peer Note Takers understand that DASS staff will notify them if notes are illegible or incomplete and they agree to incorporate necessary feedback.
• Peer Note Takers understand that if notes are not uploaded on time or missed for two (2) total scheduled class meetings, they will receive a written warning.
• Peer Note Takers understand that if notes are not uploaded on time or missed for four (4) total scheduled class meetings, disciplinary actions may be explored.
• Peer Note Takers agree to maintain strict confidentiality regarding students' information. If they become aware of a student's identity, they will notify DASS immediately.
• Peer Note Takers agree to notify DASS at least seven (7) days in advance of any schedule changes, including a gap in their service
• Peer Note Takers agree to address any issues or concerns that may arise by emailing notetaking@csuci.edu.
• Peer Note Takers agree to attend scheduled class meetings on exam days to ensure any lectures on those are captured. If there are no lectures on exam days, holiday, 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:

<table>
<thead>
<tr>
<th>Class Meeting Time</th>
<th>Time to Report per Scheduled Class Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>50-minute class</td>
<td>1.1 hours</td>
</tr>
<tr>
<td>1 hour and 15-minute class</td>
<td>1.5 hours</td>
</tr>
<tr>
<td>1 hour and 50-minute class</td>
<td>2.1 hours</td>
</tr>
<tr>
<td>2 hour and 50-minute class</td>
<td>3.1 hours</td>
</tr>
</tbody>
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• Peer Note Takers agree to report hours worked in TLSS through CI personnel as well as on a Word version of a timesheet that is to be sent via email to notetaking@csuci.edu.
• Peer Note Takers understand that student employees can work up to 20 hours per week across all jobs on campus and will communicate with the DASS Notetaking Coordinator immediately if they accept another position on campus.

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Author's Name Date 01/13/2023

Valeri Cirino-Paez ____________________________
Author's Signature Date 01/13/2023

DASS Associate Director’s Signature
Approved:
DASS Associate Director’s Signature Date