

Note Taker Handbook

Volunteer Note Taker Policies and Procedures

Disability Resource Center
University of Louisville
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The Disability Resource Center (DRC) is committed to a positive educational experience for all University of Louisville students. As a volunteer note taker, you are a vital link by representing the DRC in serving students with disabilities. These policies and procedures will define what is expected of you. Contact Zunaira Ahmad, at z0ahma01@louisville.edu or 502-852-1779 with any questions. The DRC looks forward to working with you. Your skill and dedication are greatly appreciated!

Confidentiality

As a note taker, you may be naturally curious about the nature of your classmate's disability. We ask that you please respect the student's right to privacy. Do not approach the student for whom you are taking notes to ask them about their disabling characteristic. This is a highly sensitive subject, and the student may be uncomfortable discussing their personal information with a service provider. Do not disclose the identity of the student or his/her disability to others.

Volunteer & Community Service Hours

- You can earn community service hours by volunteering to take notes. For each credit hour of the course for which you take notes, you may earn 5 service hours; in a typical 3 credit hour course, that means you can earn 15 service hours! You will also earn 5 additional service hours the first time you serve as a note taker for participating in the online note taker training. Contact the Note Taker Coordinator for more information.
- Volunteers will receive a Certificate of Volunteer Service Hours if requested.
- If service hours are required of you by an organization, academic program, etc., it is in your best interest to check with the entity requiring the hours to ensure that supplemental note taking will meet the requirement.

Paper

In order for you to duplicate your notes for the student, the DRC can provide you with free NCR (no carbon required) paper. This paper allows you to make a copy of the notes as you write, so you can just hand the student their copy as soon as class is over. If you use the NCR paper, then please use a black or blue ink pen since it tends to work best. Since you are more likely to know what you wrote if the copy is more difficult to read, give the student the original and keep the copy for yourself.

If you are serving more than one student in the same class, then copies can be made at the DRC free of charge in Stevenson Hall 102. In this case, you may either make arrangements with the students to provide them the notes at the next class period, or ask the Note Taker Coordinator to set up a mailbox in the DRC where the students may pick their notes up. If leaving notes in a mailbox, be sure to do so no later than 4:00pm the next day. If the next class period is an exam/quizz and the class meets daily, you must provide the notes the same day, or in a timely fashion if it does not meet daily.

Typed Notes

Another option is to type your notes and send them to the student(s) electronically. If this is the method that is chosen, electronic notes must be provided to the student no later than 4:00pm the day following each class.

Mailboxes

Mailboxes can be set up for students at the DRC. If you are serving more than one student in the class, notes may be copied at no charge at the DRC and should be immediately placed in the student's mailbox. The Note Taker Coordinator will let you know if multiple students have requested notes for the class for which you are taking notes. If you wish to use a mailbox, ask the Note Taker Coordinator to label one of the mailboxes with the student's name. Be sure to let the student know you've set up a mailbox so they can make arrangements to pick up the notes.

Class Punctuality & Attendance

- It is important that you are on time and ready when class begins.
- Excessive absences will result in the discontinuation of your provision of this service. You will be allowed two absences maximum if absolutely necessary. However, if you miss more than two class periods, unless they are both excused, your job may be handed over to another student in the class. You are responsible for getting substitute notes for missed class days.
- If an emergency or lengthy absence is anticipated, please contact the Note Taker Coordinator and the student you are assisting so that other arrangements can be made.
- If the student is absent for more than 2 consecutive class days please contact the Note Taker Coordinator. Students with disabilities are expected to attend class. Note taking is a supplemental service and is not intended to replace class attendance. The Note Taker Coordinator may request that you bring the notes to the DRC if the student is absent for more than two class days.
- You will be notified if the student withdraws from the class and your hours will be prorated.
- If you withdraw, please notify the Note Taker Coordinator and the student immediately so we can make other arrangements.

Note Taking Format

- Note takers who are assigned to assist students who are deaf or hard of hearing will be given additional formatting instructions by the Note Taker Coordinator. All other students who receive this accommodation do so with the understanding that they are receiving supplemental notes. They are, with some exceptions, expected to take notes for themselves.

- Write the student's name, date, class, and your name at the top of the paper. In the event that the student misses class and you have to drop the notes off at the DRC, this helps us identify the student, yourself, and the class.
- Number each page.
- Leave large margins clear for student notations.
- Please collect handouts and make appropriate notations.
- You are not responsible for giving the student any course materials posted on BlackBoard.
- Abbreviations may be used if explained.
- Write clearly and legibly.
- Organize your notes in a consistent fashion.
- Accuracy is imperative. Write down test and quiz dates, due dates, home work assignments mentioned in class, room numbers, book titles, etc.

Helpful Hints

- Remember that all disability related information, including the identity of the student, must remain confidential. Do not share the name or disability of the student for whom you are taking notes with others.
- Exchange names, phone numbers, and e-mail addresses with the student. The Note Taker Coordinator will provide the student with your contact information, and he or she is expected to initiate contact with you. In case the student has dropped the course without informing us, please do not begin taking notes for the student until the student has contacted you. If you don't hear from the student, let the Note Taker Coordinator know so we can follow up with the student to see if they still need assistance.
- Should any problems occur with the student that cannot be worked out, be sure to contact the Note Taker Coordinator for assistance.
- Talk with the student about his/her needs. Ask for feedback. Talk with the student about the quality of your notes. Encourage the student to give you suggestions on how to improve your notes.
- A note taker is not a tutor. You may work outside class with the student if you like, but you are not required to. If the student has questions about assignments, it is best to refer them to your professor. Your job is to take notes and provide the notes to the student in a timely fashion.
- When possible, it may be beneficial to sit next to the student for whom you are taking notes.

Thank you for your time and cooperation. If you have questions, please contact the Note Taker Coordinator for assistance. We look forward to working with you!