

The related questions are:

1. **“*What is the DRP’s process for vetting student Note Takers?”***

The process for vetting student Note Takers is a two tiered process, which is dependent on how the Note Takers are recruited.

**Enrolled student note taker (Stipend $100 per class/$50 per lab)**

The process begins with seeking students who are enrolled in the identified course by DRP staff.

1. Upon receiving DRP eligibility for Note Taking service, the student registered with DRP is required to self-identify the course(s) the service is needed. This is completed by the student entering the individual course ID number into the DRP Online student portal.

1. DRP staff electronically notifies students enrolled in the identified course that DRP is seeking a Note Taker. This notification provides a link to our automated system for the prospective Note taker to enter the course information and their contact information. The first student to notify DRP of their interest for the position is selected, and a database of additional prospective Note Takers is maintained in the event complications pertaining to the first selected note taker should arise.
2. In cases when enrolled students do not express interest, DRP staff notifies the course instructor and seeks assistance with making an announcement (verbal/CI Learn) to the class. The following is a sample of the faculty Note Taker announcement:

“*Disability Resource Programs and I are seeking a paid note-taker for this class. Upon completion of the semester, note takers will receive a stipend of $100 per class/$50 per lab and may include their experience on*

*future job applications. For those interested, please contact Disability Resource Programs at (805) 437-3331, emailing* *accommodations@csuci.edu* *or by going to Bell Tower 1541”.*

**CI Student Note Taker (Paid hourly at established minimum wage)**

When DRP and instructor attempts are unsuccessful in acquiring an in-class Note Taker, DRP places job announcement with CI Career Development Services and places promotional materials throughout campus.

2**. *“What training do they provide student Note Takers?”***

Currently, our Note Takers do not receive formal training, however, they are advised of the following job requirements:

* Must attend class regularly to ensure consistent notes;
* Take clear, complete and organized notes;
* Must submit legible handwritten or typed notes to DRP Online within 24 hours of each lecture

The DRP staff is currently developing a formal Note Taker training to be implemented next semester.

3. ***“Do they have any quality control measures in place to make sure student Note Takers are doing a good job?”***

DRP students are advised during their initial new student appointment orientation of the self-accountability and responsibility to inform DRP staff immediately if concerns should arise regarding the delivery or quality of DRP accommodations. DRP students also sign a written DRP Service Agreement Form indicating acknowledgement of the responsibility to notify DRP staff of concerns. When students advise DRP of dissatisfaction of Note Taking services, dependent on the level of concern and review of notes, DRP staff will 1) Send a warning letter to the Note Taker for immediate improvement 2) Terminate the Note Taker and hire an alternate.

4. ***“ I ask this in light of a recent conversation I had with a student who receives notes from a student note taker.  The quality of these notes was very concerning. What should faculty do in these situations?"***

We would like to provide the following suggestions to consider:

* Faculty can assist the student who receives notes by encouraging them to contact DRP staff to express their concerns, and inform them we have a procedure in place to resolve when this situation arises.
* There may be more than one DRP student receiving the same notes. Faculty can consider providing DRP staff with Power-Points or selected lectures notes to distribute to qualifying DRP students enrolled in the course.
* Faculty may assist the student and DRP staff by approaching an enrolled student who may be a good Note Taking candidate, and ask if they would be interested in the position.
* If enrolled students do not offer to assist, faculty can provide DRP staff with names and contact information of students outside of the enrolled course that are interested in the position and recommend to hire as a paid hourly Note Taker

Please note that our Note Taker Program is currently under revision. DRP continually assess our student needs and program services, and welcome faculty feedback regarding any of our services.

**Thank you for your inquiry!**

**We encourage faculty to contact us directly for consultation or to address student concerns regarding our services:**

 **Location:** The Educational Access Center, Bell Tower 1541

 **Email:** **accommodations@csuci.edu**

 **Phone:** 805-437-3331

**DRP point of contacts**

 **Note Taking Services**

**Name:** Cynthia Cuevas

 Administrative Assistant, Disability Resource Programs

**Phone:** 805-437-3649

**Email:** **cynthia.cuevas@csuci.edu**

 **Faculty Consultation or Concerns**

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