

## Frequently Asked Questions

### Students Receiving Note Taking Support

#### How will I make contact with my Note Taker(s)?

- You will be given their email address. They will be given your university email address and library card photo.
- Once your Note Taker(s) are assigned, you can be in email contact with each other.

#### Do I sit with them?

- That is up to you. Let your Note Taker know your preference.

#### In which classes will a Note Taker be present?

- Typically only in lectures. You will only have note taking in seminars or tutorials if this has been specifically recommended in your DSA report.

#### What is their role?

- Note Takers are trained to take notes as if they were a student in the lecture. This means that they are not expected to take verbatim notes which would result in masses of notes without an indication of what areas are relevant. Instead, they will take notes on what they feel is relevant for your course. As the skill of note taking is subjective, this may not precisely match what you feel may be important or critical in which case you should contact them to let them know.

#### Who will my Note Taker be?

- Note Takers are generally graduates or postgraduate students. They have all undergone Note Taker training.
- Students and Note Takers are matched according to subject area and time slot availability. It is likely you will have more than one Note Taker.
- Disability Services provide basic guidance and training to Note Takers and screens prospective Note Takers to ensure a basic level of competence in note taking. Students are encouraged to communicate directly with Note Takers and/or Disability Services to ensure quality control.

### **In what format will I get the notes?**

- Unless typed notes are recommended in your DSA assessment you will probably get handwritten notes. Notes will be sent to you electronically. There may be variance in the notes due to the lecturer's teaching methods, nature of the course, lecture pace, technical terminology and other related factors.

### **How soon should I get my notes?**

- You should receive all notes electronically to your Bangor email address within 24 hours of the lecture.
- There may be a delay for lectures which include diagrams, scientific symbols or mathematical formulae as these will present difficulties if recorded electronically using a conventional computer keyboard. Your Note Taker will inform you no later than 24 hours after the lecture if this is the case.

### **What if the notes are delayed or unsatisfactory?**

- Provide immediate feedback to your Note Taker as they may be able to remedy the problem.
- If this doesn't work, inform the Coordinator who will try to deal with the issue.

### **What if I don't like the layout or style of note taking?**

- Provide feedback to your Note Taker so they can better suit the notes to your requirements.
- If the problem persists, inform the Coordinator.

### **Should I rely solely on my Note Taker's notes to pass the exam?**

- No. Notes are produced to record useful information during the lectures to supplement lecture slides and other reading materials. It is very important that students attend lectures and use all other available resources - (e.g. lecture slides, seminars/tutorials, individual tutor meetings, discussion sections, study groups, personal study, recording lectures) - to enhance their learning. This is in line with any student attending the course.

### **What do I do if the Note Taker does not turn up to the lecture?**

- If the lecture was not on the original timetable, it may be that your Note Taker was unaware of the rearranged/additional lecture.
- Disability Services will make every possible and reasonable effort to ensure all lectures are covered but exceptionally there may be unforeseen circumstances where there is no Note Taker in a lecture and Disability Services cannot otherwise get the notes for a lecture session. In this case, the student is encouraged to contact other students for copies of their notes or meet with the lecturer to review material. Again it is important for the student to use all of their resources to enhance learning and keep up with course readings and lecture content.

### **The lecturer wishes to know for whom the support worker is taking notes. Can the support worker give my name?**

- The Note Taker is bound by the Code of Practice to maintain confidentiality and so should not reveal the names of students.
- The Note Taker may need to tell the lecturer their role but they will not mention for which student they are working. You may wish to introduce your Note Taker to the lecturer: this is your choice.
- The lecturer's class list indicates 'reasonable adjustments' such as note taking.

### **I am unable to attend the lecture. What should I do?**

- Inform the Coordinator as soon as possible, as well as your support worker. You may still be able to receive the lecture notes. **If you are repeatedly absent with no legitimate reason, or are absent for more than 2 lectures in a row, then the support work may be withdrawn.**
- If you know that you will be absent for a future session, please give the support worker and Coordinator as much notice as possible.

### **Will my Note Taker automatically be informed of lecture changes by my academic school?**

- No. You have access to Blackboard and the emails sent by your School. You will need to pass this information on to your Note Taker and the Coordinator.
- Please inform the service Coordinator, as well as your support worker. **It is the student's responsibility to inform the support workers of lecture changes and cancellations – if your support worker does not know of these changes then they will not attend the lecture.**

### **Can I share the notes with my classmates?**

- No. You have an assessed need for these notes. If you pass them on to classmates this will compromise the Scheme.

### **I am no longer happy with my support worker and wish to change. What should I do?**

- You will need to discuss this with the Coordinator to try to arrive at a solution. **The student and support worker should continue as normal until a solution is found.**

### **How will my Note Taker be paid?**

- Note Takers are employed through Randstad Student Support.
- You must approve your Note Taker's electronic time sheets to confirm that you have received the notes. If you do not approve the work, the Note Taker will not be paid. The scheme is funded through the DSA. If you share a Note Taker the cost will be split between DSA allowances.

### **I have a friend whom I want to act as my support worker. Can I use them instead of the University's support worker scheme?**

- You are entitled to arrange your own non-medical helper support – you are under no obligation to use Bangor University's service. However, the University cannot be held responsible for checking the background of people you engage independently or be held responsible for any of the employment legislation for these people. You will be responsible for arranging for their employment deductions, such as tax and National Insurance. If you have a friend that you would like to engage to support you then you should contact the Coordinator.

### **You must confirm that you have received the Guidelines document which relates to the Support Worker Scheme and that you agree to adhere to the guidelines.**

Non Medical Help Co-ordinator  
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