

# Handbook for Note-takers

2016 - 2017



Indiana University of Pennsylvania

Advising and Testing Center

216 Pratt Hall

(724) 357 - 4067 (voice/TDD)

## **MESSAGE FROM THE NOTE TAKING SERVICES COORDINATOR**

Thank you for your interest in becoming a student note taker. Your willingness to assist us helps facilitate equal access for all students at IUP. In order to help you understand your role as a note taker and promote efficiency in your work, we have put together this informational packet outlining the purpose of note taking and your responsibilities.

Please carefully read all materials in this packet. If you have any further questions or concerns regarding the packet or the note taking program, please contact the Advising and Testing Center. The Advising and Testing Center is located in Pratt 216 and our telephone number is (724) 357-4067. Our office hours are 8:00 am to 4:30 pm Monday through Friday.

Sincerely,

*Jessica Tallant*

Jessica Tallant  
Note Taking Services Coordinator

## **ACKNOWLEDGMENTS**

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Jennie Bourgeois, Louisiana SOTAC, Louisiana State University  
Sharon Downs, Arkansas SOTAC, University of Arkansas at Little Rock  
Don Hastings, Oklahoma SOTAC, Tulsa Community College  
Lucy Howlett, Virginia SOTAC, New River Community College  
Nancy Lane, South Carolina SOTAC, Spartanburg Technical College  
Sam McCord, North Carolina SOTAC, Central Piedmont Community College  
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Sandi Patton, Texas SOTAC, North Harris College

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## **I. INTRODUCTION**

The Advising and Testing Center, at Indiana University of Pennsylvania is committed to providing services that facilitate the academic and personal goals of the students it serves. Students with documented disabilities enrolled at Indiana University of Pennsylvania are entitled to reasonable and appropriate academic accommodations in accordance with Federal laws including Section 504 of the 1973 Rehabilitation Act and the 1990 Americans with Disabilities Act. Indiana University of Pennsylvania is committed to equal opportunity in the recruitment of, admission to, participation in, treatment in or employment in the programs and activities operated and sponsored by Indiana University of Pennsylvania.

This handbook is designed to provide an overview of how the Advising and Testing Center – Disability Support Services expects notetaking services to be provided at Indiana University of Pennsylvania. This handbook includes: what qualifications a note-taker must possess to provide services for Indiana University of Pennsylvania, responsibilities/duties, compensation, ethics, and other practical information for note-takers.

## **II. DISABILITY LAWS IN POSTSECONDARY EDUCATION**

Individuals with disabilities are entitled by law to equal access to postsecondary programs. There are two laws that protect persons with disabilities in postsecondary education: The Rehabilitation Act of 1973 (Pub. L. No. 93-112, as amended) and the 1990 Americans with Disabilities Act (Pub. L. No. 1001-336). According to the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA, 1990), a student with a disability is someone who has a physical or mental impairment that substantially limits a major life activity such as learning, speaking, seeing, hearing, breathing, walking, caring for ones self, or performing manual tasks.

## **III. THE ADVISING AND TESTING CENTER STAFF**

<b>Dr. Catherine Dugan</b>	Director of Disability Services
<b>Dr. Todd Van Wieren</b>	Assistant Director of Disability Services
<b>Dr. Ray Beisel</b>	Faculty Member, DSS Adviser
<b>Ms. Cynthia Spielman</b>	Administrative Assistant
<b>Ms. Jessica Tallant</b>	Note-Taking Coordinator, DSS Adviser
<b>Ms. Chelshea Thompson</b>	Audio/Alternate Text Coordinator, DSS Adviser

## **IV. PROCEDURES**

### **General qualification criteria for Note-takers**

1. Ability to listen and store information while writing or typing with speed and accuracy
2. Strong English language skills
3. Adhere to the Confidentiality Guidelines
4. Agree to abide by the conditions outlined in this handbook
5. Should have a CGPA of 2.5+

### **Hiring Process**

1. Students will receive an e-mail regarding the need for a note taker for a particular class. Students interested will respond to Jessica (advising-testing@iup.edu)
2. The Note Taking Services Coordinator will verify CGPA.
3. Students selected will receive a confirmation e-mail with a link to a short quiz verifying they understand the procedures outlined in the handbook.

### **Responsibilities as a Note-taker**

#### **1. Taking Notes**

Note-takers are responsible for taking ALL lecture, presentation and video notes that occur during class. This includes taking notes on class discussion, side comments, videos, and additional notes not on powerpoint

#### **2. Getting your notes copied**

- a. Note-takers are responsible for bringing in notes to the Advising & Testing Center to be copied once each week and the class period before any tests. Our office is located in 216 Pratt Hall and one of the front desk employees can make the copies for you.
- b. If you want to send notes electronically, contact Jessica ([advising-testing@iup.edu](mailto:advising-testing@iup.edu)) for additional instructions.

#### **3. Sign-In Log & Time Sheets**

- a. Note-takers should fill out the sign-in log on the back of the Cover Sheet in the Advising & Testing Center each time they bring in notes to be copied. This sign in sheet will always return to the Black Binder\*\* Please see addendum 1 for sample sign-in log.

#### **4. Attendance**

- a. Absence – Students should notify Jessica Tallant when they are going to miss a class. If it is a last-minute emergency please let her know as soon as possible. It is the note-taker's responsibility to then get notes from another student in the class to be copied for both the student and themselves

- b. Inclement weather – During inclement weather please monitor the radio/tv stations. If classes are not canceled but you do not feel as though you can make it to campus safely please let Jessica Tallant know as soon as possible and follow the absence procedures.

### **Evaluation Process**

1. Evaluation of Note Takers
  - a. Mid-way through the semester an evaluation form will be sent to all students receiving notes.
2. Evaluation of the Note Taking Service
  - a. At the end of the semester Jessica Tallant will send out a survey asking you to evaluate the semester and the note taking services. Although this is not a mandatory survey we ask that you take a few moments to complete it. The Advising and Testing Center will use your feedback when looking at the program during the Winter/Summer break and make appropriate changes, adjustments, and improvements to our note taking system.
3. If the Advising and Testing Center receives a complaint about a notetaking situation from students, faculty or staff, the note-taker involved will meet with Jessica Tallant to discuss the situation and come up with a resolution. If more than two complaints occur during a semester the note-taker may be relieved of their duties for that semester, depending on the situation. If this occurs, the note-taker involved may apply for a position in future semester, but will be required to meet with the Note Taking Services Coordinator.

### **Compensation**

1. Volunteer Note-takers
  - a. Will receive a gift card at the end of the semester to the IUP Co-Op book store as a thank you for your assistance.
    - **\*\*gift card amounts will be modified based upon quality of submissions, time of assignment to the position, and timeliness of note submissions. If you have any questions regarding the gift card amount you receive, please contact Jessica at DSS-NOTES@iup.edu**
2. Letter of recommendation
  - a. Any note-taker may request a letter of recommendation from Jessica Tallant by emailing your request to her. Please note that it may take up to two weeks for the request to be completed depending on the time of year.

### **V. Performing the Assignment**

1. The note-taker will notify Jessica Tallant when any problems arise during the semester. This would include: problems understanding the instructor, problems with the working relationship between the note-taker and the student, etc.
2. Mechanics of your notes:

- a. Written in blue or black ink ONLY please (no pencil)
- b. Neat and organized
- c. Correct spelling

- d. Try not to write in the margins (the copy machine cannot cover that amount of area and parts of notes will be cut off)
- e. Use of loose leaf paper is preferred (it allows our staff to make copies quicker, limiting the amount of waiting time for you)

## **VI. ASSIGNMENTS & CANCELLATIONS**

Jessica Tallant will make every effort to find at least one placement for each class. Keep in mind that requests come in throughout the entire semester and it is possible to receive an email at any point during the semester.

In the event that a student no longer feels as though they need a note taker Jessica Tallant will notify note-takers at least 24 hours after the cancellation of an assignment. Note-takers will be contacted at their IUP email address. Volunteer note-takers will receive a gift card at the end of that semester.

**If the note taker is not doing a satisfactory job and is warned two times, they may be dismissed and replaced. Contact will be through i-mail and/or phone call.**

## **VII. CONFIDENTIALITY**

Any information that is obtained through communication facilitation should never be disclosed. Telling a friend that student, John Doe, is failing his classes is an example of breaking confidentiality. In addition, anything that occurs while on the job should NEVER be disclosed to another student or professor, even if the students are friends or know each other.

Note-takers should bring problems or concerns to Jessica Tallant and avoid discussing issues among themselves. Discussing these issues within the proper channels is not breaking confidentiality.





**CLASS:**  
**ANTH 110-001**

## **ADDENDUM 2**

### **GLOSSARY OF TERMS**

**Age of Onset** – The age at which a person starts to lose hearing.

**ALDs (Assistive listening devices)** – Devices that use a microphone positioned close to the speaker’s mouth to transmit speech to the receiver worn by the student, either via a loop, headphones, or an ear bud. ALDs help overcome the problems of distance and surrounding noise.

**ALD-** Assistive Listening Device for personal use.

**ALS-** Assistive Listening System for groups of people.

**Amplification-** The use of hearing aids or any other mechanics used by a person with a hearing impairment to amplify sound.

**Amplified Phone** – Phones equipped with volume controls on the handset.

**ASL (American Sign Language)** – A natural visual-gestural language with syntax, structure, and grammar rules different from English.

**Audiogram-** A graph used to record the results of a hearing evaluation.

**Audiology-** The science of hearing, including the evaluation of hearing impairments and the rehabilitation of people with hearing impairments.

**Closed Captioning Decoder** – A device which allows closed transcribing to be seen on a television screen.

**Compatible Phone-** A phone which generates an induction signal that can be picked up by a hearing aid telecoil. Federal law requires that all corded phones sold in the United States must be hearing aid compatible.

**Conductive hearing loss-** The loss of sound sensitivity produced by abnormalities of the outer and /or middle ear.

**Cued Speech** – The use of handshapes and placements around the mouth to aid in the recognition of spoken words – used in some parts of the country extensively, and not much in other areas.

**Cued Speech Transliterater** - Transliterators translate from spoken language to the visual mode of communication Cued Speech. Transliterators provide real-time access to all information occurring in the classroom.

**Cumulative Trauma Disorder** – A painful physical condition, such as Carpal Tunnel Syndrome, that is caused by overuse and repetitive motion without sufficient breaks for resting.

**Deaf Person-** One whose hearing loss makes it impossible for him/her to understand speech and language with or without the use of hearing aids.

**Decibel-** A unit for expressing the intensity (loudness) of sounds.

**Degree of Hearing Loss-** The extent of hearing impairment usually categorized as “slight,” “mild,” “moderate,” “severe,” or “profound”.

**Dual Party Relay-** Three way telephone access system linking Deaf and Hard of Hearing callers using an agent who has access to both parties.

**Etiology of Hearing Loss-** The cause of a hearing loss.

**Frequency-** It is the subjective impression of highness or lowness of a sound (pitch).

**Hard of Hearing Person-** One whose hearing loss makes it difficult, but not impossible, for him/her to understand speech and language with or without the use of hearing aids.

**Interpreter-** A trained professional, fluent in both English and American Sign Language, who is bound by a code of ethics to facilitate communication between deaf and hearing persons.

**Note-taker** – a person, typically a student in the class, that takes notes and provides them to the student with a disability. Notes include lecture information, diagrams and notes from class as well as threads of class discussions.

**Open Captioning** – Text that appears on the television screen that conveys the spoken information – does not require a decoder.

**Oral Interpreting** – A form of interpreting in which the interpreter mouths without voice is being said so the person who is deaf or hard of hearing can speechread more easily.

**Real Time Transcribing/Captioning-** Transcribing that is provided simultaneously as a spoken word using a computerized software program.

**Residual Hearing-** Any usable hearing that a person may have.

**RID** – Registry of Interpreters for the Deaf, the organization responsible for testing and certifying interpreters, and the formation of the Code of Ethics.

**Section 504** - Section 504 is part of the Rehabilitation Act of 1973 (Pub. L. No. 93-112, as amended). It protects the civil rights of people with disabilities in many environments including college settings.

**Sensorineural Hearing Loss-** The loss of sound sensitivity produced by abnormalities of the inner ear or the eighth cranial nerve pathway beyond the inner ear to the brain.

**Speechreading (also known as lipreading)** – The process of watching a person’s mouth movements and facial expressions to ascertain what is being said. Speechreading ability

varies from person to person and can be influenced by factors such as the amount of useable hearing a person has and their knowledge of spoken English. Other factors can include the amount of light and the noise level of the environment.

**“T” Switch-** A switch on a hearing aid that is compatible with telephone use, allowing the user to cut off all competing sounds.

**Tactile Interpreting** - A form of interpreting with individuals who are deafblind which involves them receiving information by placing their hands on the interpreter’s hands during the interpretation.

**Text Relay** – A free service which provides operators, called communication assistants (CAs), who facilitate phone calls between hearing and deaf or hard of hearing persons. The CA types what the hearing person says for the deaf or hard of hearing person to read. The CA voices what the deaf or hard of hearing person types to the hearing person. Relay can be done over the phone (using a TTY or TDD) or over the Internet (IP Relay).

**TTY or TDD** – A telecommunication device used by persons who are deaf who cannot communicate on the telephone. A typewriter-like unit prints the conversation on a screen or paper so that it can be read, and enables the user to type responses back on the keyboard. A TTY must connect with another TTY or a computer.

**Type of Loss-** The nature of a hearing impairment, usually classified as “conductive,” “sensori-neural,” or “mixed.”

**Text messaging devices** – Mobile devices that allow simultaneous two-way text communication. Some more common brands are Blackberry, Ogo, and Sidekick.

**Video Relay** – A free online service which provides on-screen interpreters to facilitate phone calls between hearing and deaf or hard of hearing persons.