Student Portal: Requesting a Notetaker

What is the Student Portal?

The student portal is a secure web tool that allows students to request and view accommodation letters for courses that they are registered in each semester through an internet browser. The student portal will also allow students to notify Accessibility Services of upcoming tests, quizzes or exams so that a space may be made available for them to write in our Testing Centre.

Why is there a shift to an online presence?

The use of online tools is designed to promote accessibility, ease of use, flexibility and independence, and better management of accommodations for students and instructors.

Being able to access information through a portal allows both students and instructors easier access to information independent of the Accessibility Services department. Students are able to select specific accommodations based from their Accommodation Plan, request their own accommodation letter(s), and arrange test and exam bookings (for courses delivered in person).

Is the Portal secure?

The Portal uses the same CNA sign in credentials as the rest of the College web tools and all data is stored on Douglas College servers.

Who can use the Portal?

Students who have received services from Accessibility Services for more than one semester and who have maintain consistency in their accommodations are able to use the Portal. The Portal would not be appropriate for students receiving temporary accommodations or whose accommodations vary frequently.
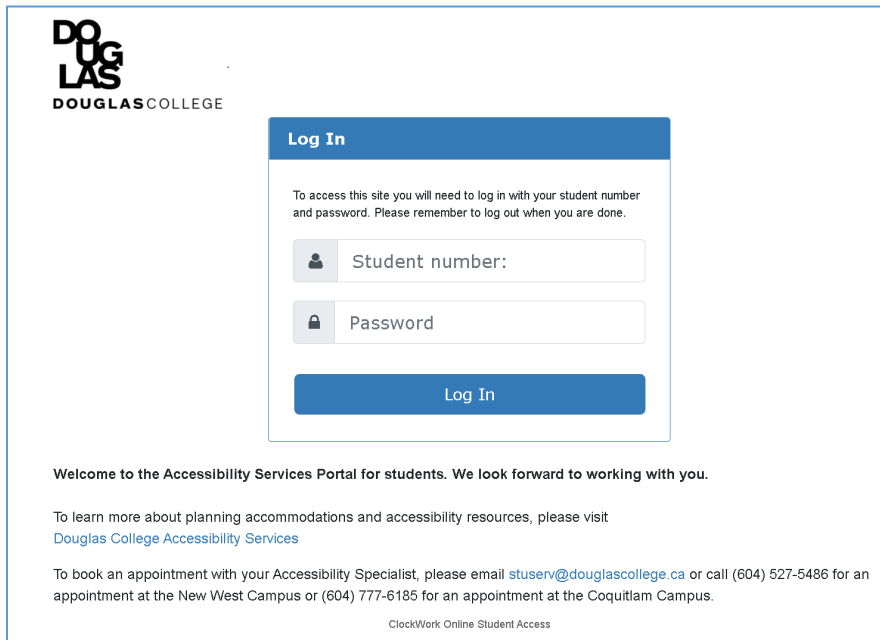
Will it be easy to use?

As with any new tool, there may be a period of adjustment. However, the interface is basic, intuitive and well laid out. The rest of this document is designed to help you learn the basics of the system and is divided into the following sections (click on a section to navigate there):

1) Signing in
2) Request a Notetaker
3) FAQs

In additional to this Student Guide, a YouTube playlist has been created that contains a series of instructional videos to provide additional assistance on using the Student Portal.
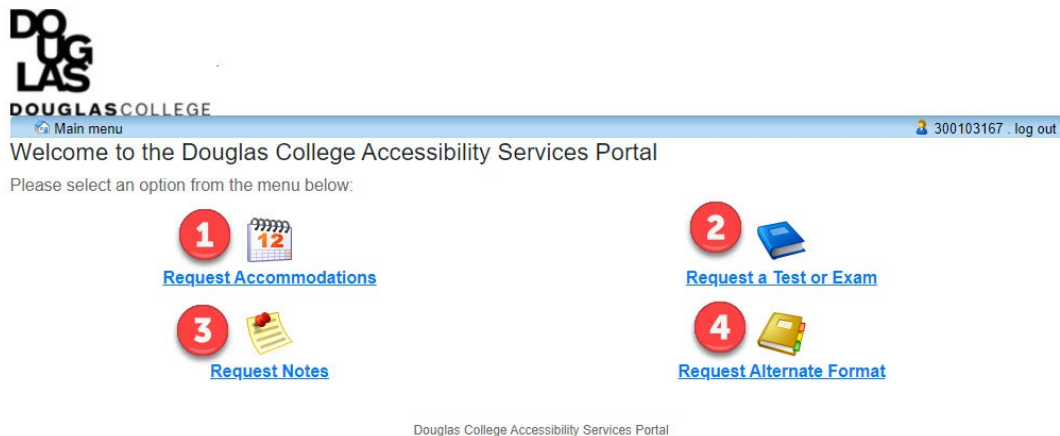
Signing In

You may sign in to the Portal from any browser using your Douglas College credentials which include your student number and your CAN password. It is highly recommended that you use a secure internet connection over a private network rather than from a shared computer over a public network (e.g. Starbucks). Navigate to this link to access the sign in page.

Log In

To access this site you will need to log in with your student number and password. Please remember to log out when you are done.

   Student number:

   Password

Log In

Welcome to the Accessibility Services Portal for students. We look forward to working with you.

To learn more about planning accommodations and accessibility resources, please visit
Douglas College Accessibility Services

To book an appointment with your Accessibility Specialist, please email stuserv@douglascollege.ca or call (604) 527-5486 for an appointment at the New West Campus or (604) 777-6185 for an appointment at the Coquitlam Campus.

ClockWork Online Student Access

Log in using your Douglas CNA credentials (student number and password).

Once logged in, you will be presented with the Main Menu which allows you to access four different services as shown in the screenshot below:
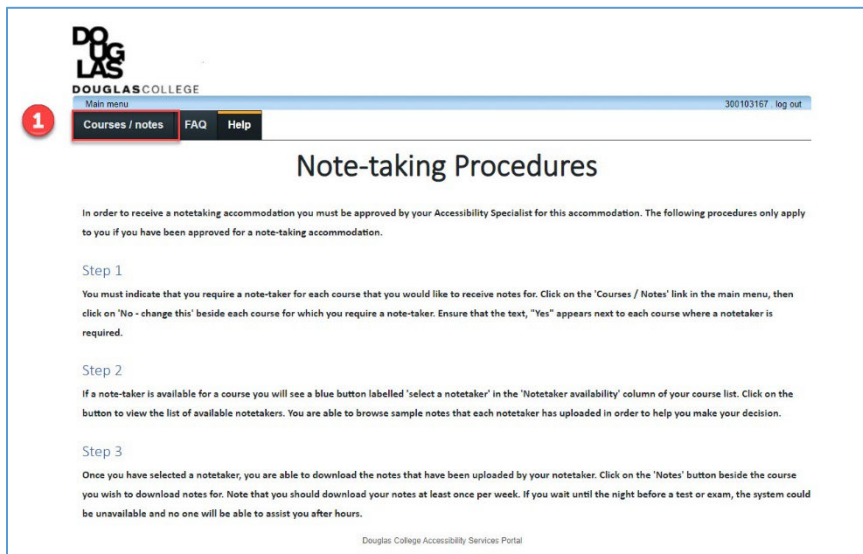
DOUGLASCOLLEGE

Main menu   300103167 . log out

Welcome to the Douglas College Accessibility Services Portal

Please select an option from the menu below:

1 📅 **Request Accommodations**

2 📖 **Request a Test or Exam**

3 📝 **Request Notes**

4 📙 **Request Alternate Format**

Douglas College Accessibility Services Portal

The four services that can be accessed through the Student Portal are:

1) <u>Request Accommodations</u> – students can have their accommodation memos sent out without the need to book an appointment with their Accessibility Specialist *if no additions or changes are required on their accommodation plan*. Additionally, students can select which accommodations are required for each course so that accommodations are in line with course objectives and the way the course is taught and/or assessed. Students can also request additional accommodations not listed on their accommodation plan or to change or remove existing accommodations from an accommodation plan in which case the Accommodation Memo will not be sent immediately. The student's Accessibility Specialist will be notified electronically and they will be in touch with you to discuss the request(s).

2) <u>Schedule a test or exam</u> – students who wish to write tests or exams in our Testing Centre are required to book upcoming tests or exams so that a writing space may be scheduled for them.

3) <u>Request Alternate Format</u> materials for your course(s) – students who require accessible materials in order to engage in their course work will have been provided with Alternate Format Text accommodations. This tool will allow you to request and manage your requests.

4) <u>Request a Notetaker</u> - this tool allows students to request a notetaker and manage the notes that have been shared with them.

Requesting a Notetaker

After clicking on the <u>Request Notes</u> icon on the Main Menu, you will arrive on the Note-taking home page as shown above.

There are three tab items in the menu bar: Courses/notes, FAQ, and Help. To request a notetaker, click on the "Courses/notes" tab in the tool bar (1).

Making a Request for a Notetaker

In the Courses/notes tab, all courses for which a student has indicated the requirement of a notetaker during the accommodation request step will appear. Please be aware that even though the notetaker accommodation may exist on the student's overall *accommodation plan*, as long as this accommodation is not requested for a specific course, it will *not* appear on the list.

By default, the request for a notetaker is set to "No" which is to say that action is required to receive notetaking. Click on the underlined text, "change this" (1) under the *I require a notetaker column* for the course in which a notetaker is desired.

A pop up notification will appear asking you to confirm that a notetaker is required for the selected course. Click the blue "OK" button (2) to confirm.

A message will appear indicating that the changes have been made and a "Yes" will appear under the *I require a notetaker* column.

By indicating that a notetaker is required, an automatic email will be sent to the instructor of the course notifying them that notetaking services have been requested by the student and they will be asked to support the student by sending out an anonymous email to all participants of the course requesting sharing of notes. Students in the class who are willing to act as a volunteer notetaker will log into the Notetaker Portal and upload samples of their notes.

🕐   It may take a period of time before a volunteer uploads their sample notes.

Once one or more students have uploaded a sample of their notes, the notetaker dashboard will display a blue button (1) prompting the student to select a notetaker.

Clicking the "Select a notetaker" button leads to the sample notes page where a notetaker can be selected as shown below. In this example, only one individual has uploaded a sample of their notes. Notetaker names are not identified but are assigned a number instead. To view the notes that were uploaded, click the underlined text, "check sample notes" (1). To select this notetaker, click the blue button marked, "Choose this notetaker" (2). You may only select one notetaker per course.

A pop-up window will appear asking you to confirm your selection.

The notetaking screen will now indicate that a notetaker has been assigned and a new option will appear in the column marked, "My lecture notes".

Clicking on the grey "Notes" button opens up the notes page for that specific course on which any uploaded notes will appear along with the date of the lecture. Click on the underlined "View notes" text to download the notes for a given lecture.

FAQs

Q: Will notes be typed or handwritten?

A: Although we encourage notetakers to type out their notes, we cannot guarantee that notes will always be submitted in typed format.

For courses involving calculations or drawings, handwritten notes are acceptable. Handwritten notes must be legible, labeled with the date and lecture number and the pages accurately numbered for ease of organization.

Q: How often will notes be submitted?

Notes should be submitted within 48 hours after class to ensure that students receiving notes are given the same chance as other students to review the information while it is still fresh in their mind.

Q: What if I am unhappy with the quality of the notes?

It's possible that the manner in which a notetaker is providing notes is not always suited to a student's needs. It's important to reach out to your Accessibility Specialist as soon as possible at the beginning of the semester. While it may be possible to acquire a different notetaker, there may be a period of time in which class notes become unavailable.

Q: What happens if my notetaker no longer wishes to provide notes or if they drop the course?

A: If a notetaker is no longer able to provide notetaking services, you will be notified by email and your Accessibility Specialist will assist you in finding a new notetaker. Likely, the instructor will send out another email requesting a volunteer and the process would repeat itself.