

# 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?

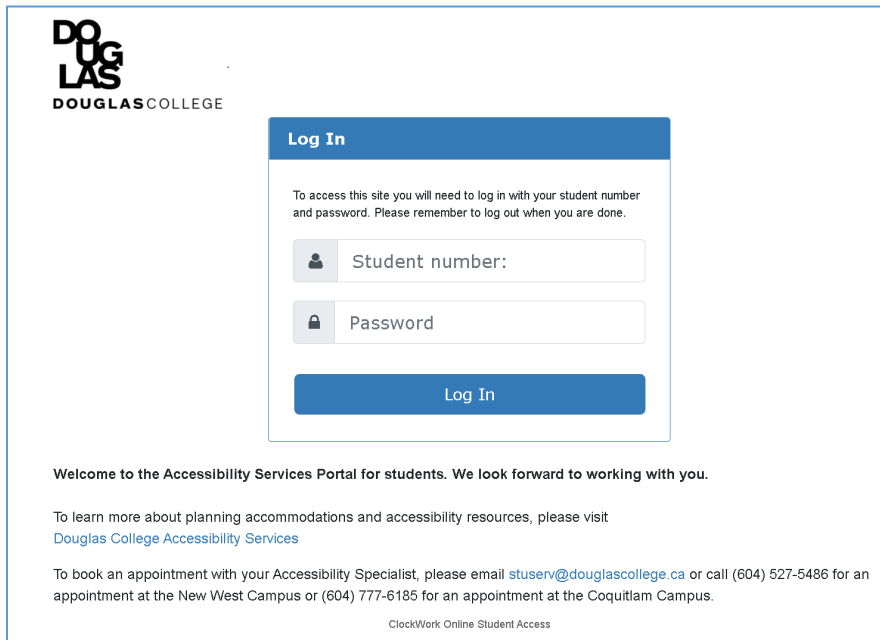
As with any new tool, there may be a period of adjustment. However, the interface is basic, intuitive and well laid out. The rest of this document is designed to help you learn the basics of the system and is divided into the following sections (click on a section to navigate there):

- 1) [Signing in](#)
- 2) [Request a Notetaker](#)
- 3) [FAQs](#)

In addition 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

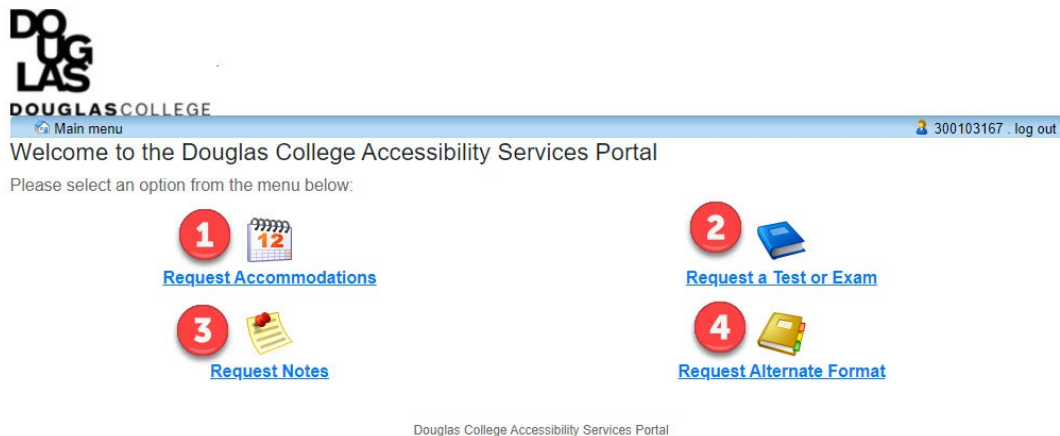
You may sign in to the Portal from any browser using your Douglas College credentials which include your student number and your CAN password. It is highly recommended that you use a secure internet connection over a private network rather than from a shared computer over a public network (e.g. Starbucks).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



The screenshot shows the login interface for the Douglas College Accessibility Services Portal. At the top left is the Douglas College logo. The main heading is "Log In". Below this, a message states: "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." There are two input fields: "Student number:" with a person icon and "Password" with a lock icon. A blue "Log In" button is positioned below the fields. At the bottom of the page, there is a welcome message: "Welcome to the Accessibility Services Portal for students. We look forward to working with you." Below this, there are two links: "To learn more about planning accommodations and accessibility resources, please visit [Douglas College Accessibility Services](#)" and "To book an appointment with your Accessibility Specialist, please email [stuserv@douglascollege.ca](mailto: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." At the very bottom, it says "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:

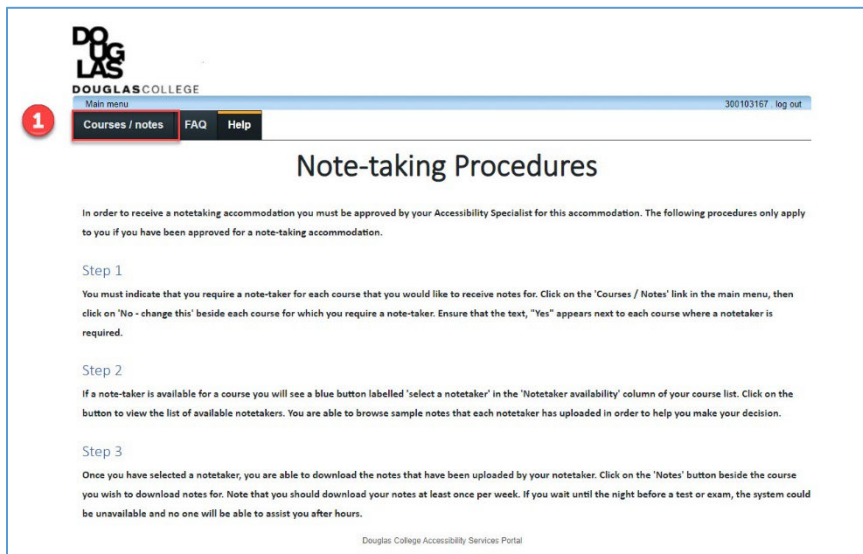


The screenshot shows the main menu of the Douglas College Accessibility Services Portal. At the top left is the Douglas College logo. Below it is a navigation bar with "Main menu" and a user profile icon with the text "300103167 . log out". The main heading is "Welcome to the Douglas College Accessibility Services Portal". Below this, it says "Please select an option from the menu below:". There are four numbered options, each with an icon and a link: 1. "Request Accommodations" with a calendar icon; 2. "Request a Test or Exam" with a blue book icon; 3. "Request Notes" with a yellow notepad icon; 4. "Request Alternate Format" with a yellow folder icon. At the bottom, it says "Douglas College Accessibility Services Portal".

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

- 1) Request Accommodations – 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) Schedule a test or exam – 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) Request Alternate Format 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) Request a Notetaker - this tool allows students to request a notetaker and manage the notes that have been shared with them.

## Requesting a Notetaker



**DOUGLAS COLLEGE**  
Main menu 300103167 log out

**1** Courses / notes FAQ Help

### Note-taking Procedures

In order to receive a notetaking accommodation you must be approved by your Accessibility Specialist for this accommodation. The following procedures only apply to you if you have been approved for a note-taking accommodation.

**Step 1**  
You must indicate that you require a note-taker for each course that you would like to receive notes for. Click on the 'Courses / Notes' link in the main menu, then click on 'No - change this' beside each course for which you require a note-taker. Ensure that the text, "Yes" appears next to each course where a notetaker is required.

**Step 2**  
If a note-taker is available for a course you will see a blue button labelled 'select a notetaker' in the 'Notetaker availability' column of your course list. Click on the button to view the list of available notetakers. You are able to browse sample notes that each notetaker has uploaded in order to help you make your decision.

**Step 3**  
Once you have selected a notetaker, you are able to download the notes that have been uploaded by your notetaker. Click on the 'Notes' button beside the course you wish to download notes for. Note that you should download your notes at least once per week. If you wait until the night before a test or exam, the system could be unavailable and no one will be able to assist you after hours.

Douglas College Accessibility Services Portal

After clicking on the Request Notes 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.

The screenshot shows the Douglas College Accessibility Services Portal. At the top, there is a navigation bar with 'Courses / notes', 'FAQ', and 'Help' tabs. Below this, a table lists courses for the 'Winter Session 2022'. The table has four columns: 'Course name', 'I require a note taker', 'Note taker availability', and 'My lecture notes'. The first row shows course 'ASDC 1000 001' with 'No' in the 'I require a note taker' column. A red circle with the number '1' is placed over the underlined text 'change this' in that cell.

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.

The screenshot shows a confirmation pop-up window. The text inside says: 'accessibilityportal.douglascollege.ca says Please confirm that you require a notetaker for this course by clicking the OK button.' At the bottom, there are two buttons: 'OK' (highlighted with a red circle and the number '2') and 'Cancel'.

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

The screenshot shows the Douglas College Accessibility Services Portal after the change. A yellow message bar at the top says 'Successfully marked 'require notetaker''. Below it, the table from the previous screenshot is shown. In the 'I require a note taker' column for course 'ASDC 1000 001', the value is now 'Yes', which is highlighted with a red box.

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.

The screenshot shows the Douglas College Accessibility Services Portal. At the top, there is a navigation bar with 'Main menu' and '300103167 .log out'. Below this is a menu with 'Courses / notes', 'FAQ', and 'Help'. The main content area is titled 'Courses' and includes a sub-header: 'Your courses are listed below. Please indicate by selecting 'YES' under the 'I require a note taker' column.' There is a 'Show term:' dropdown menu set to 'Winter Session 2022' and a 'Refresh' button. A table lists courses with columns for 'Course name', 'I require a note taker', 'Note taker availability', and 'My lecture notes'. The first row shows 'ASDC 1000 001' with 'Yes' under 'I require a note taker', a blue button 'select a notetaker' with a red '1' next to it under 'Note taker availability', and 'N/A' under 'My lecture notes'. A link 'view download history' is visible under the course name. At the bottom, it says 'Douglas College Accessibility Services Portal'.

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.

The screenshot shows the 'Select a note taker for ASDC 1000 001' page. It features a table with columns for 'Notetaker', 'Sample notes', and 'Action'. The first row shows 'Notetaker 28' with the underlined text 'check sample notes' and a red '1' next to it in the 'Sample notes' column, and a blue button 'Choose this notetaker' with a red '2' next to it in the 'Action' column. Below the table, there is a note: 'Note: The star ★ identifies notetakers who are currently providing notes to one or more students for this course.' and a 'Cancel' button. At the bottom, it says 'Douglas College Accessibility Services Portal'.

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

The screenshot shows a confirmation pop-up window. The text inside reads: 'accessibilityportal.douglascollege.ca says' followed by 'Are you sure you want to choose this notetaker to provide notes for you?'. At the bottom, there are two buttons: 'OK' and 'Cancel'.

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”.

DOUGLAS COLLEGE  
Main menu 300103167 log out

Courses / notes FAQ Help

The notetaker was successfully assigned. An email was sent to the notetaker to let them know to start submitting notes; your name was not provided.

Courses

Your courses are listed below. Please indicate by selecting 'YES' under the 'I require a note taker' column.

Show term: Winter Session 2022 Refresh

Course name	I require a note taker	Note taker availability	My lecture notes
ASDC 1000 001 <a href="#">view download history</a>	Yes <i>Contact us if you need to switch notetakers</i>	Selected	Notes

Douglas College Accessibility Services Portal

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.

DOUGLAS COLLEGE  
Main menu 300103167 log out

Courses / notes FAQ Help

Lecture Notes for ASDC 1000 001

[view download history](#)

Lecture date	Note taker	Comments	Download
January 3 (Mon)	Notetaker 28	notes	<a href="#">View notes</a>

Back to courses

Douglas College Accessibility Services Portal

## 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.