

Academic Note taker Student Guidelines

Your Servisource Academic Note taker will provide support to you based on the recommendations in your Needs Assessment as approved by your Disability Advisor.

Your assigned Academic Note taker(s) will provide you with typed notes on your behalf following your lectures, classes or seminars within 24 hours.

Your Academic Note taker will:

- Provide you with comprehensive typed notes. **In subject areas with symbols and graphs, these notes will be hand written and scanned to you.**
- **Arrive on time in order to take notes from the beginning of the lecture**
- Note down pertinent information from your lectures, seminars and classes (and any questions and discussion if you require) using concise, full sentences.
- Label all pages and handouts with a page number, date, title and location.
- Cross reference the handouts to the main notes.
- Email you a copy of your notes within the allotted time frame.
- Type the notes to meet your personal requirements in relation to content, style, layout and presentation. You can advise the Note taker of your personal preferences and the Note taker will produce the notes to match. You may want to direct your Note taker in relation to:
 1. preferred structure and level of detail
 2. style in relation to headings, key words and short phrases
 3. whether there are any abbreviations you want them to use
- **Be discreet, respect your privacy and to liaise with Servisource in relation to any concerns or issues that may arise in relation to the support provided.**

Your Academic Note taker will not:

- Get involved in lectures or group work, other than to provide note taking support to you.
- Attend lectures or seminars in your absence unless this has been agreed in advance
- Include their own ideas or suggestions in any notes they are taking for you.
- Offer subject specific advice or explain the academic content of any lectures or seminars.
- Talk on your behalf with any university staff, students or other organisations.
- Provide a transcript of the lecture

Your responsibility:

- Provide your timetable to Servisource as soon as it is available to allow sufficient time to source a suitably qualified Academic Note taker(s).
- Notify Servisource of any changes to your timetable, including changes in lecture location and room numbers.
- Arrange with your Academic Note taker your preferred style of notes
- Treat all staff with respect and dignity
- Discuss any issues with the Academic Note taker in the first instance and if no resolution please contact Servisource
- Discuss with your Academic Note taker(s) your preferred method of contact and not to contact the Academic Note taker out of pre-arranged hours unless in exceptional circumstances
- Notify Servisource and your Academic Note taker(s) of any changes to your contact details
- Where possible provide 24 hours' notice of cancelation of lectures or absence to Servisource
- **Do not request additional support from the Academic Note taker or further explanations or additional information on the notes provided. If more supports required please contact the Disability Office.**
- **Attend all classes that the Academic Note taker is present.**
- **Provide constructive feedback to your Academic Note taker in relation to style of notes.**
- **Do not ask the Academic Note taker for extra information, explanations, coaching or tutoring assistant.**
- **Must not provide the notes for sale, as a favor or for free to any other person.**

Servisource Responsibility:

- Be respectful to the needs and requests of all parties
- To provide a quality service to all students, staff and clients
- To address and resolve any issues or complaints experienced between students and Servisource staff.
- Mediate situations that may arise and provide structure and confidence in conflict resolution
- Monitor, evaluate and continuously strive to improve the service.

Important information:

If your timetable changes you will need to let Servisource Education Support know in order for us to arrange an Academic Note taker for you. This includes changes to room numbers and location throughout the Academic Year.

Please contact your Servisource Support Coordinator if you have any questions about the support your Academic Note taker can provide.

Email: educationsupport@servisource.ie

Phone : 1800 603 604