

CODE OF PRACTICE

Receiving Electronic Notes

Purpose of Electronic Note-Taking

The purpose of the Electronic note-taking service is to record information presented in a lecture as accurately as possible. It is important to remember that no one can type as quickly as someone speaks, so notes may be abbreviated or paraphrased. This service is not designed to be a substitute for attending lectures, so all students receiving electronic notes are expected to attend lectures if they are able to do so.

What Are The Responsibilities Of A Student Receiving Electronic Notes?

Advising DI&S of your Chosen Course

The process of organising an electronic note-taker takes time; therefore it is essential that students advise Disability Information and Support (DI&S) of their courses, and any subsequent changes, as soon as possible. Applications from existing students who are registered with DI&S should be **made three weeks prior** to the semester beginning. Once the application has been processed, students will be given the opportunity to meet their note-taker, which will allow them to discuss the format in which they would like to receive their notes. If a student applies for electronic notes during the semester, the notes request will be actioned as soon as practicable.

Confirming Notes are not available elsewhere

Often Course Coordinators will make lecture material available in some other manner e.g. at the Copy Shop, on Blackboard or in some other format. Prior to applying for electronic notes, students **must** confirm with their Course Coordinators that full notes are **NOT** available elsewhere.

Distribution of Notes

Students receiving electronic notes will be e-mailed the notes by the note-taker after the editing process has occurred and within 24 hours of the lecture concerned.

Provision of Documentation

Unless DI&S has confirmation that a student's condition is permanent, students must provide up-to-date documentation every 6 months from a relevant professional that supports the need for this service.

Attendance

The electronic note-taking service is not designed to replace attendance at lectures. If students do attend, the notes will be e-mailed within 24 hours of the lecture.

If students are having difficulty attending their lectures then this should be discussed with a Student Advisor.

Confidentiality

Although the note-taker and the student will know each other, there is an expectation that the electronic note-taker will not divulge any personal information about the student receiving notes.

Missing Notes

It is the responsibility of the student receiving electronic notes to ensure that the notes have been received via e-mail. Should notes be missing, please contact the Note-taker Coordinator **within one week of the date of the lecture**.

Withdrawal Of The Service

If a student is found to be no longer eligible for the service or if they fail to comply with any of the above guidelines, the note-taking service may be withdrawn.

Feedback

Students will be asked to provide feedback to DI&S regarding the effectiveness of the notes they are receiving, this will happen at least twice a semester. If there is a concern about the quality of the notes provided, please see a Student Advisor or a Note-Taker Administrator as soon as possible.

What If I Have A Concern About This Service?

If students have a concern about this service they should contact the Note-taker Administrator on 479-9785 or 470-4681 or via email **dis.notes@otago.ac.nz** or make contact directly with their Student Advisor.

Should the issue not be resolved, students should consult the *DI&S Complaint Procedure*, available from the DI&S office, and contact Manager, Disability Information and Support, in writing at University of Otago, P O Box 56, Dunedin; or by telephone (03) 479 8549; or by email at melissa.lethaby@otago.ac.nz .