

## NOTE-TAKING PROTOCOL FOR STUDENTS WITH DISABILITIES IN UNE'S PROGRAM OF NURSE ANESTHESIA

1. UNE will follow the following protocol for the provision of note takers for students with disabilities enrolled in UNE's Program of Nurse Anesthesia who require notes as an accommodation to afford access to course content. After a student's request for note taker services has been approved, within one week of such approval, the UNE's Office of Disabilities Services staff will take the necessary steps to promptly provide the student with a qualified note taker who will take notes in a format the student can access.
  - a) UNE's Office of Disabilities Services staff will provide adequate notes to a student by making available notes from a peer note taker volunteer in each course where such a request has been approved. UNE's Office of Disabilities Services staff will make a good faith effort to solicit both a primary note taker and a backup note taker and will provide the student with the notes from the backup note taker when notes from the primary note taker are not available. In the event that UNE's Office of Disabilities Services staff is unable to secure a volunteer note taker for each approved course, transcripts of classes from tape recording will be made available, if appropriate, in light of the requesting student's disability, or UNE's Office of Disabilities Services staff will hire a note taker; and
  - b) UNE's Office of Disabilities Services staff will provide the student such notes in a timely manner by adhering to the following guidelines with the term "business day" referring to week days when UNE is in session:
    - i) If notes are handwritten or taken electronically, they will be sent directly to the student and UNE's Office of Disability Services within 48 hours following each class;
    - ii) If the student wishes to remain anonymous, then it will be the student's responsibility to physically retrieve the notes from UNE's Office of Disability Services during normal business hours, which will be printed out and made available to the student within one business day of UNE's Office of Disability Services' receipt of the notes;
    - iii) If the class is tape recorded and transcription services are required under the terms of this agreement, a written transcript will be made available for the student's use within three business days following each class with the terms of use made known to the students;

- iv) In the event that extenuating circumstances (e.g. both primary and backup note takers are absent from class, taping equipment malfunctions, etc.) which makes UNE's Office of Disability Services staff unable to provide notes within the guidelines noted above, the staff will take action to address any harm resulting from such a delay, if necessary (for example, collaborate with the instructor and student to identify any necessary adjustments to assignment due dates).
- v) If a student has a complaint in regards to note taking quality or process, it is the responsibility of the student to promptly contact and register the concern with UNE's Office of Disability Services during normal business hours or via electronic notification.