

# Using the Accessibility Services Student Portal

## 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?

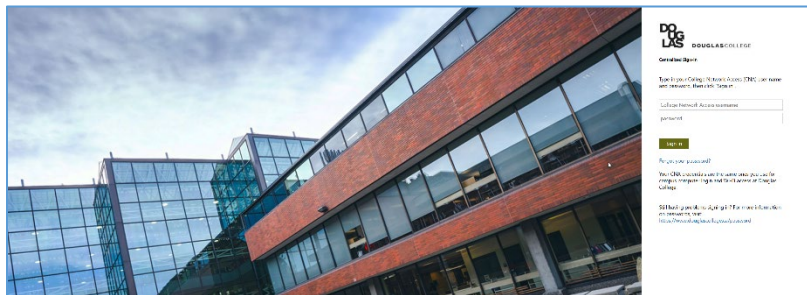
As with any new tool, there may be a period of adjustment. However, the interface is basic, intuitive and well laid out. The rest of this document is designed to help you learn the basics of the system and is divided into four sections (click on a section to navigate there):

- 1) [Signing in](#)
- 2) [Requesting Accommodation Letters](#)
- 3) [Scheduling a test or exam](#)
- 4) [View upcoming events](#)
- 5) [Requesting Alternate Format Materials](#)
- 6) [Requesting a Notetaker](#)

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.

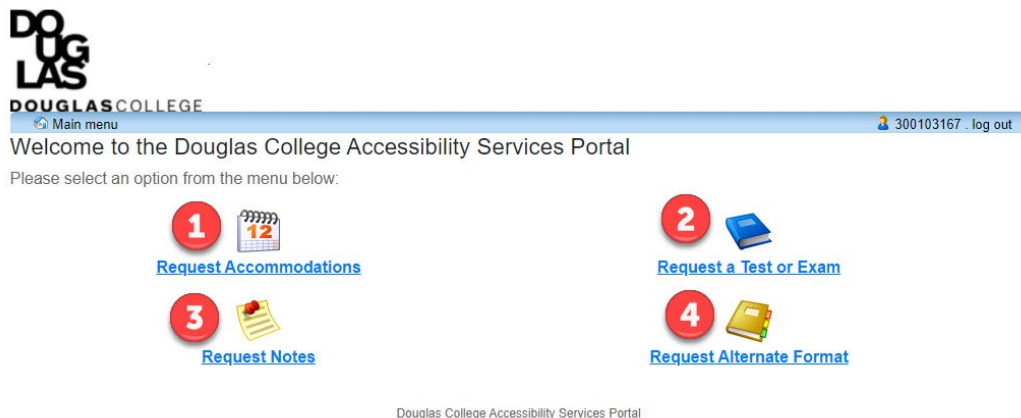
## Accessing the Online Portal

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 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:

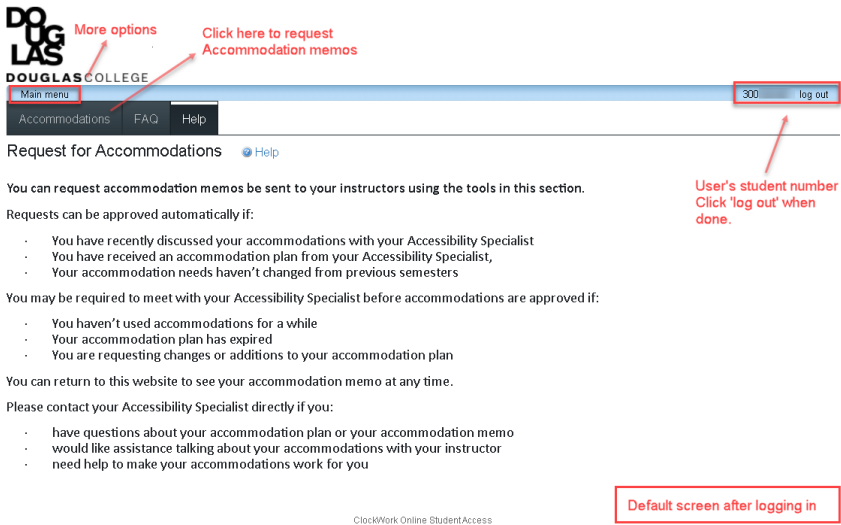


The four services that can be accessed through the Student Portal are:

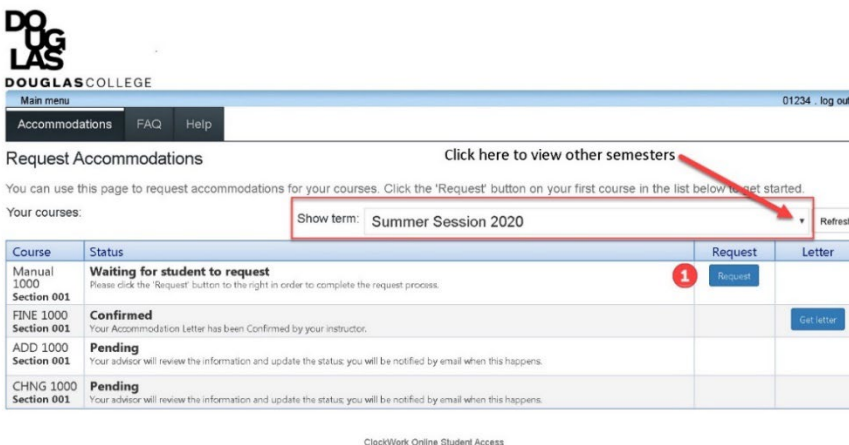
- 1) Request Accommodations – students can now have their accommodation memos sent out without the need to book an appointment with their Accessibility Specialist *if no additions or changes are required on their accommodation plan*. Additionally, students can select which accommodations are required for each course so that they 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 should inform Accessibility Services of upcoming tests or exams so that a writing space may be scheduled for them. A separate guide has been created to cover this process more thoroughly.
- 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 Accommodations

Click on the icon labelled "Request Accommodations" which will load the Request for Accommodations landing page. This landing page will outline the requirements for using the Portal. At this point, there are several options available. Click on the Accommodations tab to go directly to requesting an Accommodation Letter or click on the Main Menu link to return to the previous screen.



Click the button labelled “Accommodations” to advance to the **Request Accommodations** page which lists all of the courses that the student is currently registered in. View previous semesters by selecting the pull down menu. Request letters for any course by clicking the **Request** button next to the course (1).



There are five steps to requesting accommodations for your course(s). If the accommodations requested are identical for all of your courses, you can complete the process in one step. Otherwise, if different accommodations are needed for different courses, you will need to repeat the procedure individually for each course that requires unique accommodations.

- 1) Select accommodations desired from those listed. There is a short cut below the listed accommodations for selecting *all* or *none*. The accommodations listed are those that were negotiated with your Accessibility Specialist and listed on your Accommodation Plan.

- 2) Select which course you would like these accommodations applied to. You can quickly select multiple courses, or choose the *all* or *none* buttons below the courses listed.
- 3) Select whether any change is required to the accommodations listed. Confirming that the accommodations are correct will allow the memos to be sent immediately to the instructor(s) while requesting an addition or a change will send a notification to your Accessibility Specialist after which they will contact you to discuss the request.
- 4) Please review the privacy note and check the consent box.
- 5) Click the **Submit** button. If the Accommodations were correct, once the request has been submitted for a course, the information on the **Request Accommodations** page will be updated.

### Request actions (Step 3)

Requests for accommodation that require *no* change in accommodations will show a *Sent* status indicating that an Accommodation Memo was sent to the instructor. You can view a copy of the Accommodation Memo at any time by clicking the “Get Letter” button (1).

Requests to modify, add or drop accommodations will show a *Pending* status. The Accessibility Specialist will receive an email letting them know that a request has been made (2).

Requests that have been accepted by the accessibility specialist will also show as *Pending* and will require the student to complete the request process again with the modified changes (3).

# Request Accommodations

Please review the information listed below and indicate whether you need changes to your accommodations at this time. If your accommodations require changes your request will be submitted for review **2**

**Your accommodations** **Check or uncheck individual accommodations or select all**

- Access to Slides (if not already posted)
- Audio Recording (signed user agreement available upon request)
- Extended Time: Double Time (2x)
- Laptop/Tablet for Notetaking
- Use of Word Processor

**check all check none**

**Courses to request** **1**

- MUSC 1204 section 003  
Heather Harty Scott hartyscoth@douglascollege.ca
- MUSC 1255 section 001  
Barrie Barrington barringtonb@douglascollege.ca

**check all check none** **select individual or all courses to set accommodations**

**Please indicate if your accommodations require any changes**

- My accommodation(s) are correct the way they are
- I need additional accommodations
- I need to change or remove an accommodation

Optional note:

**3** **select one of the three options**

## Terms

Website Privacy and Security Policy: Accessibility Services collects your personal information in accordance with Section 26 the BC Freedom of Information and Protection of Privacy Act (the ?Act?) and related Douglas College policies. If you have any questions, please feel free to contact the Associate Director of Student Affairs and Services or any other member of the Accessibility Services team.

In addition, some information is automatically collected and stored in the server logs, such as your IP address. Providing personal data is voluntary. There will be a minimum data that we need to collect from you for the services that you sign up to. We will let you know what data we require, if you wish to use our services, by indicating in the relevant fields of the web forms.

Security: The website uses a secure server to protect your information data. Secure server software is used to encrypt the information exchanged between your Web browser and our Website. This measure ensures the security of all your transactions when you use the Sites. We follow strict security procedures when filing and using the information you supply, and may request

**4**  I agree to the terms outlined above

Cancel **Submit** **5**



DOUGLAS COLLEGE

Main menu

44444441 . log out

Accommodations    FAQ    Help

### Request Accommodations

You can use this page to request accommodations for your courses. Click the 'Request' button on your first course in the list below to get started.

Your courses:

Show term:

Summer Session 2020

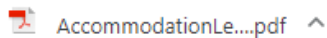
Refresh

Course	Status	Request	Letter
FINE 100 Section 001	<b>1 Sent</b> Your accommodation letter has been sent to your instructor and is awaiting Confirmation.		<a href="#">Get letter</a>
ADD 100 Section 001	<b>2 Pending</b> Your advisor will review the information and update the status; you will be notified by email when this happens.		
CHNG 10 Section 001	<b>3 Pending</b> Your advisor has updated your accommodations. Please click the 'request' button to the right in order to complete the process and provide your instructor with the new accommodation letter.	<a href="#">Request</a>	

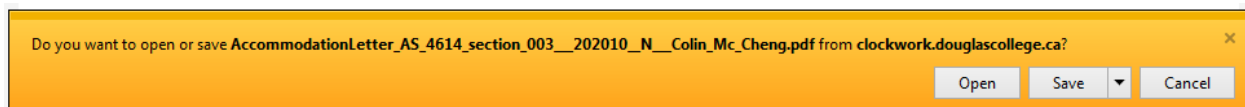
ClockWork Online Student Access

To view a copy of an accommodation memo that was automatically generated and sent to the instructor, click the “Get Letter” button. The letter will download onto your computer in pdf format.

If you are using the Chrome browser, a notification will appear on the bottom of the browser as displayed below. Click on the arrow to open the file.



If you are using Internet Explorer, a notification will appear on the bottom of the browser as displayed below. Select either the “Open” or “Save” option.





## Schedule a test or exam

From the main page, click the “Schedule a test or exam” button to advance to the **Student Test-Booking and Accommodations** screen. This landing page outlines the process for booking an upcoming test in our Exam Centre. Click the button labelled “Schedule a test, mid-term or quiz” to get started.

The screenshot shows the Douglas College logo and name at the top left. Below it is a navigation bar with a 'Main menu' label on the left and a user ID '444444441 . log out' on the right. The menu items are: 'Schedule a test, mid-term or quiz' (highlighted with a red box), 'Schedule a final exam', 'My upcoming events', and 'Help'. Below the menu is the heading 'Student Test-Booking' and a welcome message: 'Welcome to the Student Test-Booking website. You can use this website to:'. A bulleted list follows: 'Schedule a test, mid-term or quiz', 'Schedule a final exam', and 'Check your upcoming scheduled appointments, tests and exams'. A paragraph below states: 'Please click the [Schedule a test, mid-term or quiz](#) link in the menu in order to schedule a test, or choose the menu option that you would like to use. You will be asked to login using your school login account.' At the bottom center, it says 'ClockWork Online Student Access'.

There are six steps to make an online test booking:

The screenshot shows the 'Online Test Booking' wizard. It features the Douglas College logo and name at the top left. Below it is a navigation bar with a 'Main menu' label on the left and a user ID '444444441 . log out' on the right. On the left side, there is a 'Welcome' section with a list of six steps: '1. Select course', '2. Class test date and time', '3. Confirm prof info', '4. Choose accommodations', '5. Search status', and '6. Confirm and complete'. The main content area is titled 'Online Test Booking' and contains the following text: 'Welcome to the Online Test Booking wizard. This wizard will guide you through the process of scheduling your test with us. You may abort this process at any time by clicking the 'Cancel' button at the bottom of each page.' Below this, it says: 'Please be aware that your instructor will receive an email notification with the details of your test booking.' Then: 'You will need to have the following information handy in order to successfully schedule your test:'. A numbered list follows: '1. The name of the course you want to schedule a test for, and the instructor's name and email address', '2. The date, start time and duration of the test the class will be writing', and '3. You must be scheduling your test a minimum of seven (7) days before the class is writing'. At the bottom, it says: 'Click the 'Next' button below to get started.' At the bottom right, there are two buttons: 'Next' (highlighted in blue) and 'Cancel'.

1) Select the course that the test/exam is for from the drop down menu

The screenshot shows the Douglas College StudentAccess interface. At the top left is the Douglas College logo. Below it is a navigation menu with six items: 'Welcome', '1. Select course', '2. Class test date and time', '3. Confirm prof info', '4. Choose accommodations', '5. Search status', and '6. Confirm and complete'. The '1. Select course' item is highlighted. The main content area is titled '1. Select course' and contains the instruction: 'Please select the course you would like to schedule a test for from the list below.' Below this is a section titled 'Course Info' with a label 'Course:' and a dropdown menu. The dropdown menu is highlighted with a red box. At the bottom right of the form are three buttons: 'Previous', 'Next', and 'Cancel'. The 'Next' button is highlighted in blue. At the bottom center of the page is the text 'ClockWork Online StudentAccess'.

2) Select the date and time of the test

- Select the date using the calendar icon; you may not schedule a test within a week of the current date
- Select the start time
- Select how long the class is given (do **not** calculate extended time)
- Click the “Next” button

The screenshot shows the Douglas College StudentAccess interface for step 2: '2. Class test date and time'. The navigation menu on the left is updated, with '2. Class test date and time' highlighted. The main content area is titled '2. Class test date and time' and contains the instruction: 'Please specify when the test is taking place. Enter class test duration in minutes.' Below this is a section titled 'Specify a date and time' with three fields: 'Date of class test' with a calendar icon, 'Time of class test', and 'Class test duration' with two input boxes for hours and minutes. The 'Date of class test' field contains '4/23/2020' and has a red circle with the number '1' next to it. The 'Time of class test' field contains '12:00 PM' and has a red circle with the number '2' next to it. The 'Class test duration' field has '3' in the hours box and '0' in the minutes box, with a red circle with the number '3' next to the hours box. At the bottom right of the form are three buttons: 'Previous', 'Next', and 'Cancel'. The 'Next' button is highlighted in blue. At the bottom center of the page is the text 'ClockWork Online StudentAccess'.

3) Confirm instructor information – their name and email will be automatically generated.

Confirm by clicking next.

4) Choose accommodations – select from the list as provided on your accommodation plan.

You may select individual accommodations, all or none. Select “Next” to proceed.

**DOUGLAS COLLEGE**  
Main menu 444444441 . log out

Welcome

1. Select course  
2. Class test date and time  
3. Confirm prof info  
**4. Choose accommodations**  
5. Search status  
6. Confirm and complete

### 4. Choose accommodations

Listed below are the accommodation(s) that have already been approved for you by your counsellor. Please check off the accommodation(s) that you feel are necessary for this test.

**Available accommodations**

\* note: Only accommodations with a check will be used for your test booking.

- Adaptive Keyboard
- Adjustable Lighting
- Extended Time (Double Time (2x))
- JAWS
- Kurzweil - PC
- Large Print
- Music
- Separate from Class
- Word Bank

ClockWork Online StudentAccess

5) Search status – the system will assign you a seat. Click next to proceed.

**DOUGLAS COLLEGE**  
Main menu 444444441 . log out

Welcome

1. Select course  
2. Class test date and time  
3. Confirm prof info  
4. Choose accommodations  
**5. Search status**  
6. Confirm and complete

### 5. Search status

Please select a date and time from the list of available dates and times below. If none of the date/times in the list below will work for you then please contact us to see if alternate arrangements can be made. We can be reached at (ask for assistance with test booking).

A spot was found for you to write your test; please click the 'Next' button below to continue scheduling your test.

ClockWork Online StudentAccess

- 6) Confirm and complete – a summary of your test arrangements will be displayed. You **MUST** check the acknowledgement box and click the “Finish” button to submit your request.

**DOUGLAS COLLEGE**

Main menu 44444441 . log out

Welcome

1. Select course
2. Class test date and time
3. Confirm prof info
4. Choose accommodations
5. Search status
- 6. Confirm and complete**

### 6. Confirm and Complete

This test is not scheduled yet! Click 'Finish' to submit your test request.

Please verify that the class date and time are correct - the information below will be sent to your professor.

#### Your tentative test information

**Course information**  
AS 4614 003

**Instructor**  
Colin Mc Cheng . ccheng22@douglascollege.ca

**Class test date / time**  
Thu Apr 23, 2020 12:00 PM (3 h)  
**\* Note: this is not your accommodated writing time**

**Accommodations required**

- Adaptive Keyboard
- Adjustable Lighting
- Extended Time (Double Time (2x))**
- JAWS
- Kurzweil - PC
- Large Print
- Music
- Separate from Class
- Word Bank

I acknowledge that the information I am submitting is correct to the best of my knowledge.

Previous Finish Cancel

ClockWork Online StudentAccess

A confirmation message will appear. At this point, you may log out or make another test booking by clicking the “Schedule another test” button.

**DOUGLAS COLLEGE**

Main menu 44444441 . log out

Schedule a test, mid-term or quiz Schedule a final exam My upcoming events Help

## Thank you for your submission.

Schedule another test

ClockWork Online Student Access

## View Upcoming Events

From the main page, click the “My upcoming events” button to view exams/tests that have been booked. From this page, you can export a summary of your events to a pdf file.

The screenshot shows the 'My upcoming events' page. At the top, there is a navigation bar with the Douglas College logo and a 'Main menu' dropdown. The 'Main menu' is open, showing options: 'Schedule a test, mid-term or quiz', 'Schedule a final exam', 'My upcoming events' (highlighted with a red box), and 'Help'. Below the navigation bar, the page title is 'My upcoming events'. There is a 'Refresh' button. Below that, a table titled 'Your event listing' shows one event:

Details	Date / time	Status
Exam/Test FINE 5000 001	Tue. June 23 9:00 AM to 1:00 PM	Booked

At the bottom right of the table, there is an 'Export to Pdf' button (highlighted with a red box) and another 'Refresh' button. At the very bottom, it says 'ClockWork Online Student Access'.

## Requesting Alternate Format

The screenshot shows the 'Welcome to Alternate Format' page. At the top, there is a navigation bar with the Douglas College logo and a 'Main menu' dropdown. The 'Main menu' is open, showing options: 'Home' (highlighted with a red box), 'New request' (with a red circle icon), 'My requests', and 'My files'. Below the navigation bar, the page title is 'Welcome to Alternate Format'. The main content area contains the following text:

Many of your courses will include required or recommended textbooks. It is important that textbooks and other printed material is accessible to you. We can help you get accessible versions of your textbooks or materials.

You can find out what textbooks and print materials are required or recommended in your courses through [MyAccount](#) select Student Records, then View Personal Booklist.

You can use this website to:

- Create [new request](#) (with a red circle icon)
- View [my requests](#)
- Download [my files](#)

Select an option from the menu in order to get started. You will be asked to log-in using your Douglas College Student Number and CNA credentials. If you have any questions, please reach out to us at [alternateformattext@douglascollege.ca](mailto:alternateformattext@douglascollege.ca)

At the bottom, it says 'ClockWork Online Student Access'.

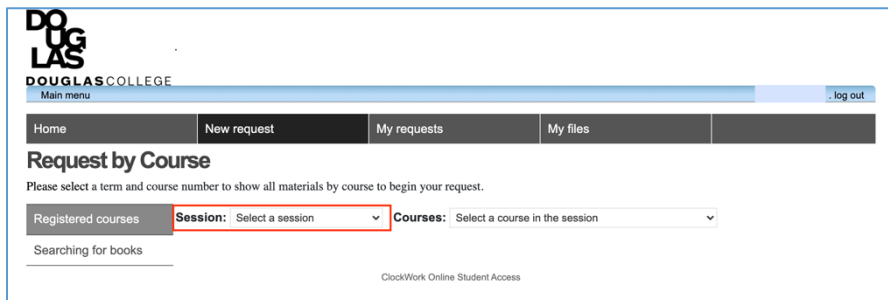
After clicking on the Request Alternate Format icon on the Main Menu, you will arrive on the **Alternate Format** home page shown below as indicated by the darkened tab labelled “Home” (outlined in red on this document only).

There are four tab items in the tool bar: Home, New request, My requests, and My files<sup>1</sup>. To create a new request, either click on the “New Request” tab in the tool bar or the linked text on the page (1).

## Making a Request

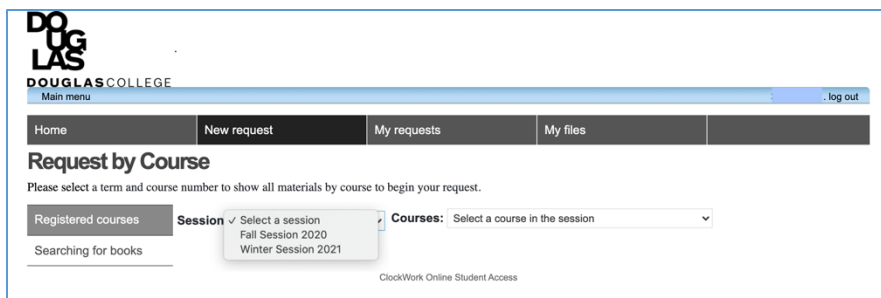
There are two ways to search for course materials:

### 1) By course



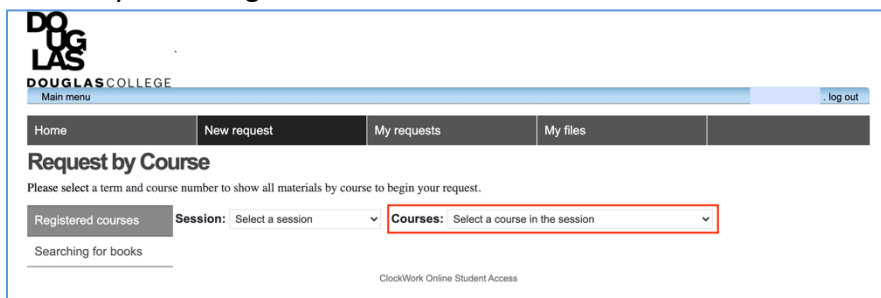
The screenshot shows the Douglas College website interface. At the top, there is a navigation bar with tabs for Home, New request, My requests, and My files. Below this is the 'Request by Course' section. It includes a prompt: 'Please select a term and course number to show all materials by course to begin your request.' There are two dropdown menus: 'Registered courses' and 'Session: Select a session'. The 'Session' dropdown is highlighted with a red box. Below the dropdowns is a search bar labeled 'Searching for books' and a footer that says 'ClockWork Online Student Access'.

a. You will be prompted to enter the session (semester) of the course(s) that you would like course material for



This screenshot shows the 'Request by Course' page with the 'Session' dropdown menu open. The dropdown menu displays two options: 'Fall Session 2020' and 'Winter Session 2021'. The 'Courses' dropdown menu is also visible, with the text 'Select a course in the session'.

b. Click on the pull down arrow to the right of the **Session** field. This will display semesters that you are registered in.



This screenshot shows the 'Request by Course' page. The 'Courses' dropdown menu is highlighted with a red box. The dropdown menu is currently empty, showing only the text 'Select a course in the session'.

c. after selecting the session, select the course for which you are requesting materials for.

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<sup>1</sup> Currently, “My files” is not being used. Requested materials will be sent through CAPER via a download link in an email.

- d. Click on the pull down arrow to the right of the **Courses** field. This will display all courses that you are currently registered in.

- e. In this example, no materials were found for the requested course. In this case, you will need to search for course materials using the second method which is by book title or ISBN number.

## 2) By book title or ISBN number

- a. Begin the search by book title by clicking on the grey shaded box labelled “Searching for books”. Type the name of your book title or the ISBN number in the text field outlined in red.
- b. Based on the results that are shown, click the ‘+’ icon next to the item that matches your request. Your requested item will now appear in your cart on the right hand side of the screen.

**DOUGLAS COLLEGE**  
Main menu . log out

Home New request My requests My files 1 pending requests

### Request by Searching

Please search our course materials database and Web by using the title of your material or ISBN. If your material is not found you can create a new request.  
You can find out what textbooks and print materials are required or recommended in your courses through MyAccount; select Student Records, then View Personal Booklist

Registered courses Search content by title or ISBN

Searching for books

**Results:**

- Trickster Drift**  
ISBN:978-0-7352-7345-0  
Published on October 2018  
by Eden Robinson
- Son of a Trickster**  
ISBN:978-0-3458-1079-3  
Published on March 2018  
by Eden Robinson
- Monkey Beach**  
ISBN:978-0-3073-6393-0  
Published on October 2011  
by Eden Robinson

**Pending requests**

- Trickster Drift (2018)**  
978-0-7352-7345-0  
by Eden Robinson

- c. To remove any item, click on the '-' icon next to the item. You will be prompted with a warning asking for confirmation of this action.

accessibilityportal.douglascollege.ca says  
Are you sure you want to cancel this request?  
Cancel OK

- d. To remove all items, click on the shopping cart icon with the 'x' inside the cart. You will be prompted with a warning asking for confirmation of this action.

accessibilityportal.douglascollege.ca says  
Do you want to remove all pending requests?  
Cancel OK

- e. To check out all items, click on the shopping cart icon with the right arrow above the cart.

Main menu . log out

Home New request My requests My files 1 pending requests

### Student media content requests confirmation

Please review and confirm the following requests before submitting

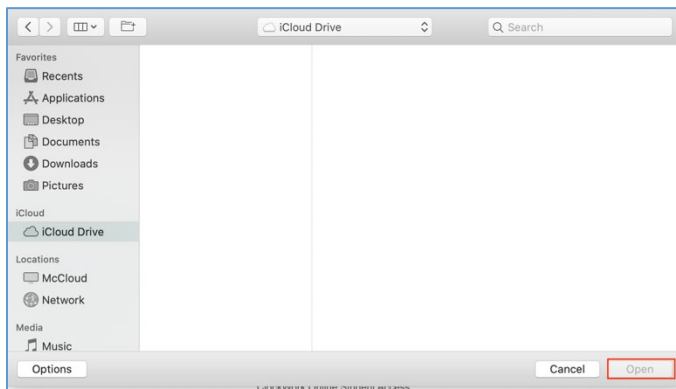
- Trickster Drift**  
ISBN:978-0-7352-7345-0  
Published on October 2018  
by Eden Robinson

Upload receipt... -

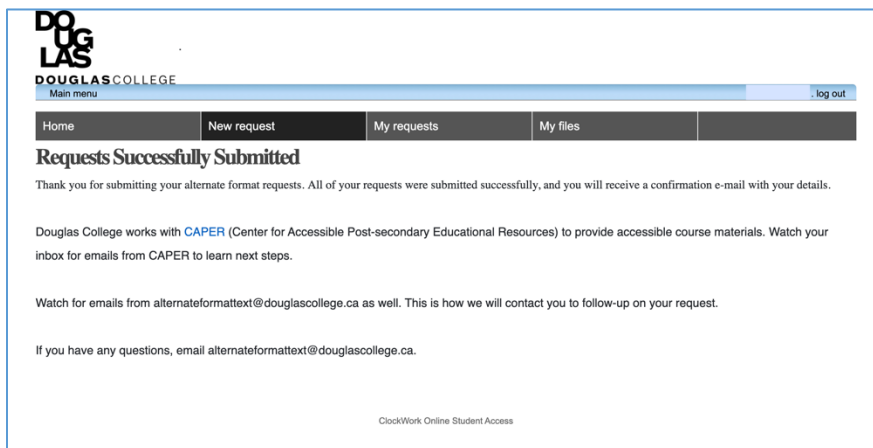
ClockWork Online Student Access



This will bring you to the requests confirmation page where you will be asked to upload a receipt demonstrating the purchase of the requested material. Upload a receipt by clicking on the green button marked “Upload receipt”. A file management window will open on your computer. This step may look different than the screenshot depending on the computer system that you are using. Navigate to the location of either your digital receipt or the scanned image of your paper receipt and click on the file. Click the “Open” button on the bottom of the file window.



You will receive a notification confirming that your request has been successfully submitted. Once your request has been processed, you will receive an email instructing you on how to download your material(s).



## Request Status

You can check the status of your alternate format requests at any time by clicking the “My Requests” tab on the Alternate Format home page.

The screenshot shows the top navigation bar with 'Home', 'New request', 'My requests' (highlighted with a red box), and 'My files'. Below the navigation bar is the heading 'Welcome to Alternate Format'. The main content area includes a welcome message, instructions on how to find requested materials, and a list of links: 'Create new request', 'View my requests', and 'Download my files'. At the bottom, there is a note about logging in and a contact email: [alternateformattext@douglascollege.ca](mailto:alternateformattext@douglascollege.ca). The footer indicates 'ClockWork Online Student Access'.

Ensure that you have selected the appropriate semester. The “My requests” screen will list all of the materials that were requested for any given semester.

The screenshot shows the 'My Requests' page. A dropdown menu for 'Session' is highlighted with a red box, showing 'Winter Session 2021'. Below the dropdown is a list of requests. The first request is for 'Trickster Drift (978-0-7352-7345-0)' by Eden Robinson. The request details are: Format: Unspecified, Status: Created, and Request made on Dec 09, 2020. A red box highlights the 'Session' dropdown. The footer includes a note: '\* please contact us if you want to cancel an in-progress request' and 'ClockWork Online Student Access'.

## Requesting a Notetaker

The screenshot shows the 'Note-taking Procedures' page. The navigation bar includes 'Courses / notes', 'FAQ', and 'Help'. The main heading is 'Note-taking Procedures'. The page content includes an introductory paragraph and three numbered steps: Step 1 (indicating course requirements), Step 2 (selecting a notetaker), and Step 3 (downloading notes). The footer indicates '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.

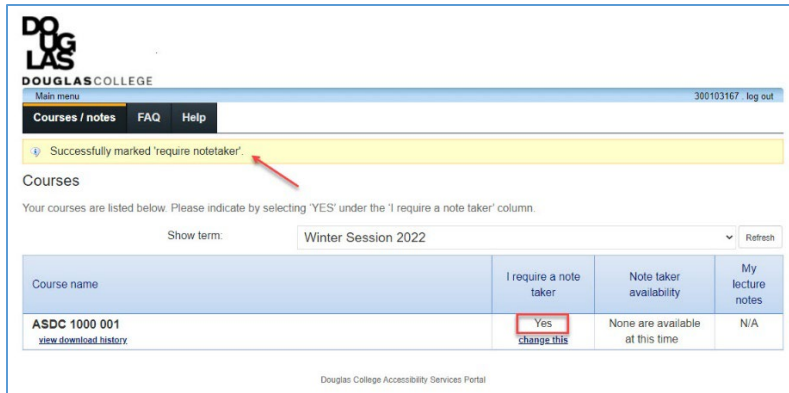
The screenshot shows the Douglas College Accessibility Services Portal. At the top, there is a navigation bar with 'Main menu', 'Courses / notes', 'FAQ', and 'Help'. Below this, the 'Courses' section is displayed. A dropdown menu shows 'Winter Session 2022'. The main content is a table with the following columns: 'Course name', 'I require a note taker', 'Note taker availability', and 'My lecture notes'. The first row contains the course 'ASDC 1000 001' with a link 'view download history'. Under the 'I require a note taker' column, the value is 'No' and the text 'change this' is underlined and circled in red with the number 1.

Course name	I require a note taker	Note taker availability	My lecture notes
ASDC 1000 001 <a href="#">view download history</a>	No <u>change this</u>		N/A

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 notification. The text reads: "accessibilityportal.douglascollege.ca says Please confirm that you require a notetaker for this course by clicking the OK button." There are two buttons: "OK" (blue) and "Cancel" (white). A red circle with the number 2 is next to the OK button.

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.

DOUGLAS COLLEGE  
Main menu 300103167 log out

Courses / notes FAQ Help

Select a note taker for ASDC 1000 001

Notetaker	Sample notes	Action
Notetaker 28	<a href="#">check sample notes</a> <b>1</b>	<a href="#">Choose this notetaker</a> <b>2</b>

Note: The star ★ identifies notetakers who are currently providing notes to one or more students for this course.

Cancel

Douglas College Accessibility Services Portal

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

accessibilityportal.douglascollege.ca says

Are you sure you want to choose this notetaker to provide notes for you?

OK 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	<a href="#">Notes</a>

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.

The screenshot shows the Douglas College Accessibility Services Portal. At the top left is the Douglas College logo. Below it, the text 'DOUGLAS COLLEGE' is displayed. A navigation bar contains 'Main menu' and '300103167. log out'. Below the navigation bar are tabs for 'Courses / notes', 'FAQ', and 'Help'. The main content area is titled 'Lecture Notes for ASDC 1000 001' and includes a link for 'view/download history'. A table with the following data is shown:

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

Below the table is a 'Back to courses' button. At the bottom of the page, the text 'Douglas College Accessibility Services Portal' is visible.

## FAQs

### **Q: What happens if I wish to switch notetakers during the course?**

A: It's possible that the manner in which a notetaker is providing notes is not always suited to a student's needs. Contact your Accessibility Specialist if a new notetaker is required.

### **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.