

Frequently Asked Questions

Students Receiving Note Taking Support

How will I make contact with my Note Taker(s)?

You will be given their email address. They will be given your university email address
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In what format will I get the notes?

Unless typed notes are recommended in your DSA assessment you wi

What do I do if the Note Taker does not turn up to the lecture?

If the lecture was not on the original timetable, it may be that your Note Taker was unaware of the rearranged/additional lecture.

Disability Services will make every possible and reasonable effort to ensure all lectures are covered but exceptionally there may be unforeseen circumstances where there is no Note Taker in a lecture and Disability

I am no longer happy with my support worker and wish to change. What should I do?

You will need to discuss this with the Coordinator to try to arrive at a solution. **The student and support worker should continue as normal until a solution is found.**

How will my Note Taker be paid?

Note Takers are employed through Randstad Student Support. You must approve electronic time sheets to confirm that you have received the notes. If you do not approve the work, the Note Taker will not be paid. The scheme is funded through the DSA. If you share a Note Taker the cost will be split between DSA allowances.

I have a friend whom I want to act as my support worker. Can I use them instead of the University support worker scheme?

You are entitled to arrange your own non-medical helper support you are under no obligation to use Bangor University service. However, the University cannot be held responsible for checking the background of people you engage in 0 0 1 271.13061.02 Tm1 147.57.

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