

Echo: Enabling staff frequently asked questions

My class has been cancelled or finished early. Can my Notetaker/Participation Assistant still stay and help me?

If you have a Notetaker, they can't stay if your class is cancelled or finishes early. This is because their role is only to take notes during class.

If you have a Participation Assistant, they may be able to stay for the scheduled class time to reinforce the teacher's instructions and to explain procedures, words and new concepts expressed in the classroom (please note that your Participation Assistant is not a replacement or substitute teacher).

Can my Notetaker/Participation Assistant help with my assignments?

No, because of academic integrity, you must do your assignment work yourself.

I have an appointment and need to leave class. Can my Notetaker/Participation Assistant stay and continue to take notes?

Notetakers/Participation Assistants may take notes during your absence. However, they must notify ELS any time you are absent from class. This includes occasions where you need to leave part-way through class to attend an appointment. ELS will contact students who are absent from 3 or more classes to discuss their circumstances and see if additional supports are required. ELS reserves the right to revisit the provision of services if you fail to consistently attend classes without adequate notice or explanation.

I am running late to class. Can the Notetaker/Participation Assistant please go in and start taking notes?

Notetakers/Participation Assistants may take enter the classroom and begin taking notes during your absence. However, they must notify ELS any time you are absent from class or any time you arrive significantly late. ELS will contact students who are absent from 3 or more classes, or who are consistently late, to discuss their circumstances and see if additional supports are required. ELS reserves the right to revisit the provision of services if you fail to consistently attend classes without adequate notice or explanation.

I am having trouble keeping up in class. Can the Notetaker/Participation Assistant stay back and help me catch up?

No, they are not permitted to assist in out of class situations, unless booked specifically to do so. You can speak with your academic/teaching staff or Equitable Learning Services if you have difficulties keeping up with the workload.

Can my Notetaker/Participation Assistant go to the library and pick up some research material for me?

No. If you are in the library together, your Notetaker/Participation Assistant can help you get the material you require, but they aren't responsible for sourcing it. This is your responsibility as a student.

Can I get my Notetaker/Participation Assistant to ask the teacher to explain what he/she just said?

No. Communication needs to be between you and your academic/teaching staff, unless you are using a communication device or something similar. Under those circumstances, your Notetaker/Participation Assistant may help where necessary.

Can the Notetaker/Participation Assistant meet me in a different location, to assist me in accessing the classroom?

Yes, as long as you let Echo know where you need to meet.

Can you please give me the mobile phone number of my Notetaker/Participation Assistant to enable me to contact him/her direct?

No, this is not permitted. All communication must be through Echo.

I told my Notetaker/Participation Assistant last week that there would be no class today, so why did you message me to say my Notetaker/Participation Assistant was trying to find my class?

Even if you verbally instruct your Notetaker/Participation Assistant that your class is cancelled, you still need to tell Echo as well. They will then cancel the booking and confirm with your Notetaker/Participation Assistant not to turn up.

Can you please let my Notetaker/Participation Assistant know that my class has changed from a morning to an afternoon class?

If it is a once off change, then Echo can act on your request. You need to inform Equitable Learning Services of any ongoing changes to your timetable.

Why didn't I get my preferred Notetaker/Participation Assistant this semester?

They may have been already booked elsewhere, or unavailable for the times required.

Can I please have my regular class Notetaker/Participation Assistant act as my scribe for my exams?

No, it is a requirement to have a different scribe for exams in order to maintain academic integrity

The lecturer has just advised that the class is being extended by 30 mins today. Can my Notetaker/Participation Assistant stay for the extended time?

It depends. If the Notetaker/Participation Assistant is not booked elsewhere, Echo can request that they stay. If the lecture is extended for more than 30 mins, Echo needs to confirm with Equitable Learning Services before they give your Notetaker/Participation Assistant permission to stay.

Why did my notetaker come to class without a computer, when I requested electronic notes?

It is your responsibility to provide a laptop or paper to your Notetaker.

I forgot to bring my USB stick to class. Could you please forward the notes via email?

On an odd occasion, this would be possible, but not as a regular occurrence.

The end of semester time I gave you is incorrect. Can you please extend my booking for another two weeks?

You will need to contact Equitable Learning Services to extend your bookings. We are only authorised to book for the time frame we were given.

Can you please let my Notetaker/Participation Assistant know that my class has changed from a morning to an afternoon class?

You need to inform Equitable Learning Services of any ongoing/permanent changes to your timetable. If there is a one-off change to your class, Echo is permitted to act on your request. Please try and give at least 24 hours' notice of the changed time.