



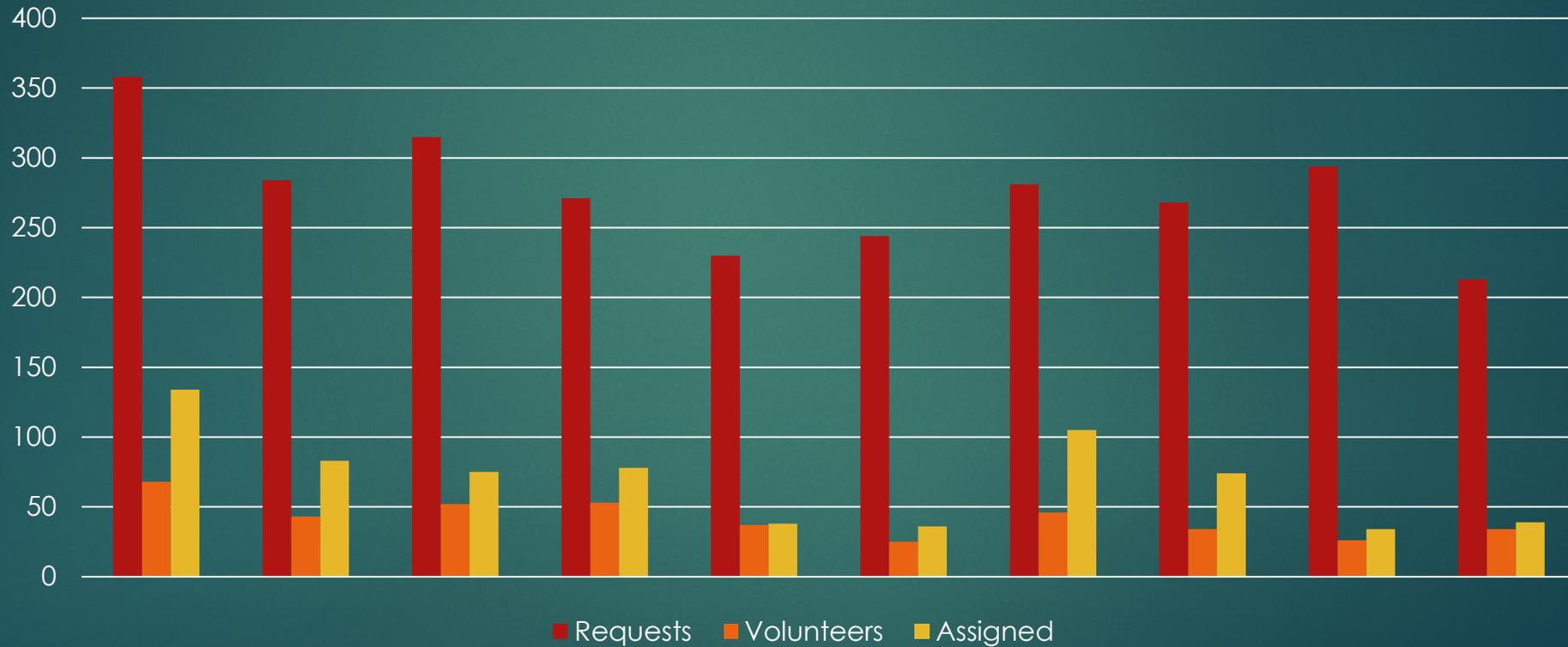
Note-Taking Program Analysis

DEPARTMENT OF ACCESS AND ACCOMMODATION SERVICES

Supply and Demand



Fall 2016-Spring 2021



The Investigation

- ▶ We presented students with online surveys. One was designed for volunteers, the other for recipients.
- ▶ Surveys were designed to be taken quickly to increase participation.
- ▶ The data from those surveys will allow us to gauge satisfaction.
- ▶ Once all data is collected, we can begin to assess and make changes.

Initial Results

- ▶ Close to 90% of our current volunteers have only been with the program for 1-2 semesters, indicating low re-enrollment.
- ▶ Around 25% of volunteers feel that the workload of their effort is an added difficulty.
- ▶ Around half of all volunteers are recruited by instructors, which emphasizes the importance of faculty engagement with these programs.
- ▶ Some students have been registered as recipients for 5-6 classes, but most have only gotten note-takers for 1-2 of those classes.
- ▶ One third of recipients rate their experience with the program as poor.

Early Planning

- ▶ Given their high recruitment rate, we will seek to further faculty members' roles in bringing in new volunteers.
- ▶ Creating standards for note-taking could help reduce the workload of volunteers, as they would have to edit less.
- ▶ We are searching for ways to incentivize re-enrollment semester to semester.
- ▶ Recruiting more volunteers means more classes with assigned note-takers