

## DISABILITY PROGRAMS & SERVICES GUIDELINES FOR SERVICES

DPS will make every effort to complete each request in a timely manner, but we will require a minimal amount of time to provide needed services. Because we do not have unlimited staff and equipment, the student should not expect immediate service.

### Typical Times Needed to Provide Services

#### **Classroom-related services:**

- DPS note takers - 2 weeks
- Sign language interpreters - 2 weeks
- Captioners for lectures - 2 weeks
- Appointments for proctoring class quizzes/exams - 1 week

#### **Transportation:**

- When phoning for trams - 20 minutes
- When trams are scheduled - within 15 minutes of the scheduled end of class
- Wheelchair loans - 1 hour

#### **Technology:**

Turn-a-round times for alternative formats are determined on a case-by-case basis. Upon review of the material to be formatted and converted the Alternate Media Access Coordinator will notify the student of the projected completion date. Some typical times:

- E-text - 1 to 3 weeks (if the spine of the text can be cut)
- E-text converted to speech - 1 week to 2 months (if the text spine can be cut)
- Video captioning - 2 to 3 months
- Braille (handouts) - 1 to 5 days
- Braille (text) - 1 month (if the spine of the text can be cut)
- Training on adaptive equipment - 1 day to 2 weeks

#### **Counseling:**

- Counseling appointments - 1 day to 2 weeks

I acknowledge that I have been notified of the above time lines:

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Student Signature

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Date