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:

__________________________________________________________
Student Signature                Date

revised 8/14/05