Contact Directory

Question Type	Examples	Who to contact	Contact Information
Course Content (Best Practices)	How to write quality alt text, integrate tools into workflow, structure content for accessibility Help with TLC licensed tools: H5P, Hypothesis, ThingLink, Padlet, PollEverywhere, Proctorio, VoiceThread	Teaching & Learning Center (TLC)	tlc@wcupa.edu TLC Bookings
Course Content (Technical)	How to use tools (e.g., YuJa), where to find features in software, technical troubleshooting	Information Services & Technology (IS&T)	610-436-3350 helpdesk@wcupa.edu ServiceNow
Course Content (Publications, books)	Journal articles, scanned documents, or book/book chapters for course reserves or from library databases	Library Services	Course Reserves Requests Library Accessibility Form
University Website	Public-facing web pages, department sites, web content accessibility	WCU Web Team	610-738-0589

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Social Media	Accessibility of social media posts, images, and videos on institutional accounts	University Communications and Marketing (Social Media)	610-436-3383
Student Accommodations	Individual student needs, testing accommodations, accommodation requests, assistive technology	Office of Educational Accessibility (OEA)	610-436-2564 oea@wcupa.edu
Technology/Systems	Software accessibility, system issues	IS&T	610-436-3350 helpdesk@wcupa.edu ServiceNow
Compliance/Policy	ADA Title II requirements, legal questions, institutional policies	Office of Equal Opportunity and Compliance	610-436-2433 mhazel@wcupa.edu