

September 19, 2023

Dear Dr. Long,

The West Virginia University's Office of the Provost has performed a review of the Office of Accessibility Services. The review was informed by a self-study provided by the unit, a stakeholder survey, and institutional data on budget and staffing. Accompanying this recommendation are two additional files: the unedited comments provided through the stakeholder survey and a summary of those comments.

The recommendation for the unit is:

- Continuance at the current level of activity
- **Continuance at the current level of activity with specific action**
- Continuance at a reduced level of activity
- Identification of the unit for further development
- Development of a cooperative unit
- Discontinuance

The key findings of the review that led to this recommendation are:

- 1) The unit provides key services to the institution and student segments within it.
- 2) The unit received a mix of positive and negative comments via the stakeholder survey.

The following actions are required of the unit. The unit should discuss its plans to accomplish these actions with its direct supervisor.

By **May 31, 2024**, provide a report to the unit's supervisor detailing the actions taken to address the following:

- 1) Develop plans to expand MindFit and the Autism Support Program.
- 2) Evaluate and implement the use of technology-based transcription and captioning tools where appropriate and adjust staffing levels accordingly.
- 3) Improve access to unit services, increase communication about those services to students and faculty, and improve responsiveness to faculty and student inquiries and issues.
- 4) Improve communication with faculty regarding faculty compliance with federally required student accommodations. Increase communication with deans' offices and Provost's Office as necessary for faculty who remain out of compliance.

The unit's leader should notify the staff within this unit of the Provost's Office recommendation by forwarding this email and attachments immediately upon receipt. It is also recommended that the unit leader hold an in-person meeting to address these recommendations and to begin developing the plans to implement what is required of the unit.

Questions about these recommendations may be addressed to the unit's supervisor in the Provost's Office.

Sincerely

WVU Office of the Provost