

September 19, 2023

Dear Assistant Provost Beckley,

The West Virginia University's Office of the Provost has performed a review of the Teaching and Learning Commons. 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) Stakeholder feedback was generally positive.
- 2) Negative feedback was generally focused on duplication of services (e.g., classroom technology).
- 3) The unit's portfolio has become broad and diverse, with staffing levels reflective of this status, which is an expansion of its core mission of supporting and enhancing instruction.

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

Accomplish the following actions with reports to the unit's supervisor by the date indicated for each action:

- 1) Transfer the classroom technology function from TLC to Facilities, reporting to Facilities Scheduling (Meredith Morris). Working with Facilities Scheduling, determine a reduced number of professional technologists to retain and transfer by **October 31, 2023**.
- 2) Determine how many, if any, instructional designers need to remain with the Teaching and Learning Commons. Transfer the remainder of the function to WVU Online. Working with WVU Online, determine a reduced number of instructional designers to retain and transfer by **October 31, 2023**.
- 3) Determine how many, if any, multimedia specialists need to remain with the Teaching and Learning Commons. Transfer the remainder multimedia specialist function to WVU Online. Working with WVU Online, determine a reduced number of multimedia specialists to retain and transfer by **October 31, 2023**.

- 4) Transfer the management of Zoom and related functions and associated personnel to an appropriate unit by **October 31, 2023**.
- 5) Transfer the support of micro-credentialing and badging and associated personnel to WVU Online by **October 31, 2023**.
- 6) Develop a plan to deliver on a revised mission focused on the development of instructional skills and directly related activities. Deliver this plan to the unit's supervisor in the Provost's Office by **November 17, 2023**. Determine the necessary skillsets and staffing levels to deliver this new mission and identify the metrics to assess the impact of core activities and services. Aspects of this revised, focused mission should include the following (not exhaustive):
 - a. Observe and evaluate classroom instruction on request or by referral.
 - b. Mentor faculty/instructors on request or by referral.
 - c. Regularly and systematically evaluate the quality and consistency of online and hybrid courses, including their design, delivery, and instruction.
 - d. Provide training/workshops for new faculty/instructors and institutional priorities.
 - e. Provide some level of training for new GTAs upon request or referral.
 - f. Support and develop the institution's scholarship of teaching and learning.

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