

September 19, 2023

Dear Mr. Imes,

The West Virginia University's Office of the Provost has performed a review of the Office of the University Registrar. 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 received many positive comments via the stakeholder survey.
- 2) The unit is highly responsive, constructive, collaborative, and efficient.

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) Evaluate unit responsiveness to all constituents, including the regional campuses.
- 2) Evaluate whether particular functions and services could be improved by adjustments to in-person or remote work appointments.

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