

September 19, 2023

Dear Associate Provost Thomas,

The West Virginia University's Office of the Provost has performed a review of the Office of Graduate Education and Life (OGEL). 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; negative comments mainly focused on lack of access to in-person support or around difficulty in getting responses to inquiries.
- 2) The services provided by the unit are high quality.

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) Improve external marketing for graduate education at WVU and improve internal marketing for OGEL's services.
- 2) Improve unit responsiveness to faculty and student inquiries and concerns.
- 3) Provide consistent in-person support that aligns with graduate student schedules.

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