

2/19/2024

Academic Support Unit Review: Initial Recommendation

The West Virginia University's Office of the Provost has performed an Academic Program review for the following unit. The review was informed by a self-study provided by the unit, a stakeholder survey, input from the Division of Finance and Research Office, and institutional data on budget and staffing.

Institutional Research

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:

- The unit mission statement addresses IR's role in providing "critical decision support to university leadership" through "information, research studies, and policy analysis," but the self-study states that 80% of unit time is dedicated to external reporting and only 10% of unit time supports strategic decision making.
- Unit successfully fulfills external reporting requirements.
- While there are highly responsive individuals within the unit, there is need for an institutional portal to encourage or facilitate academic data requests or permit evaluation of services.
- There is evidence of progress on creating institutional data dashboards but the self-study did not provide evidence of progress regarding other institutional academic priorities, e.g., institutional data governance and policy.
- The stakeholder survey and other input showed that some stakeholders perceive the unit as less collaborative and responsive than would be expected.
- The unit is appropriately staffed and no personnel reductions are required.

The following actions are required of the unit. The unit should discuss its plans to accomplish these actions with its direct supervisor by **May 1st, 2024**:

- Create an institutional portal and ticket management system for data requests.
- Deliver a plan to the unit's supervisor in the Provost's Office that:

- Establishes appropriate balance between external reporting and service-oriented components of the mission.
- Establishes a timeline to deliver major projects, including data governance policies, data definitions, and further dashboards to support academic department and program review (including the data provided for academic transformation) and student success as well as a systematic schedule to update those regularly.
- Establishes a process for a regular evaluation of the unit's services.

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