

September 19, 2023

Dear Mr. Seiaman,

The West Virginia University's Office of the Provost has performed a review of Center for Learning, Advising and Student Success (CLASS). 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 has responded to a decrease in enrollment by reducing four positions.
- 2) The unit offers a wide range of quality institutional student success initiatives.
- 3) The adviser-to-student ratio is appropriate to support at-risk students.

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 a guiding strategy for CLASS student success coaching and tutoring.
- 2) Develop a plan to reallocate existing resources for those services in alignment with the guiding strategy.
- 3) Evaluate the efficacy of the administrative structure of the Office of Student Success and REACH.
- 4) Develop a plan to increase the capacity in academic units for tutoring in disciplinary areas.
- 5) Improve assessment of the unit's services and their impact.

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