

Academic Support Unit Review: Recommendation

November 24, 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. The initial review resulted in a recommendation that was issued on September 19, 2023. Accompanying that recommendation were two additional files: the unedited comments provided through the stakeholder survey and a summary of those comments.

Subsequent work by the Office of the Provost has resulted in an updated recommendation, provided within.

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 plans to accomplish these actions with its direct supervisor.

- 1) Transfer the classroom technology function from TLC to Information Technology Services (ITS). The Provost's Office, working with ITS and the TLC, will develop a plan by **December 1, 2023**, that identifies the number of professional technologists to retain and transfer in support of this function.
- 2) Transfer the instructional design function from TLC to WVU Online. The Provost's Office, working with WVU Online and the TLC, will develop a plan by **December 1, 2023**, that identifies the number of instructional designers to retain and transfer in support of this function.

- 3) Transfer the multimedia design function from TLC to WVU Online. The Provost's Office, working with WVU Online and the TLC, will develop a plan by **December 1, 2023**, that identifies the number of multimedia specialists to retain and transfer in support of this function.
- 4) Transfer the management of Zoom and related functions to ITS. The Provost's Office, working with ITS and TLC, will develop a plan by **December 1, 2023**, that identifies the associated personnel to retain and transfer in support of this function.
- 5) Transfer the management of badging and micro-credentialing to WVU Online. The Provost's Office, working with WVU Online and the TLC, will develop a plan by **December 1, 2023**, that identifies the associated personnel to retain and transfer in support of this function.
- 6) The Provost's Office will develop a plan by **December 1, 2023**, to deliver on a revised mission focused on the development of instructional skills and directly related activities. This plan will delineate a process and timeline to identify the necessary skillsets and staffing levels to deliver on this new mission and identify the metrics to assess the impact of core activities and services. Aspects of this revised, focused mission will include the following (not exhaustive):
 - a. Formative assessments of classroom instruction as well as training faculty members to provide peer feedback and/or evaluation of classroom instruction.
 - b. Coordinate a faculty mentoring system, mentor faculty/instructors, and train faculty members to serve as mentors for their colleagues.
 - c. Provide training/workshops for new faculty/instructors.
 - d. Provide training/workshops for new Graduate Teaching Assistants.
 - e. Provide training/workshops for Instructional Designers.
 - f. Support and develop the institution's scholarship of teaching and learning to ensure the development of and support for high quality, impactful instruction in terms of what are best practices (i.e., for graduate courses, large introductory courses, hybrid courses, etc.) as well as assessment of that instruction (i.e., what are the different ways of measuring quality and impact of instruction and what evidence can be used to document quality and impact).
 - g. Develop and manage faculty associates to support the unit's mission.

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.

The Office of the Provost will share the plan described above with the TLC during the week of December 4, 2023.

Questions about these recommendations may be addressed to the unit's supervisor in the Provost's Office.

Sincerely,

WVU Office of the Provost