



HIGHER LEARNING COMMISSION

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July 11, 2022

Dr. E. Gordon Gee
President
West Virginia University
P.O. Box 6201
Morgantown, WV 26506-6201

Dear President Gee:

Attached is a copy of the Multi-Location Visit Report completed following the visit to West Virginia University. As detailed in the report, the pattern of operations at the locations appears to be adequate and no further review or monitoring is necessary.

Within the Multi-Location Visit Report, you will find brief comments on the instructional oversight, academic services, student services, facilities, marketing and recruitment information and adequacy of assessment of student performance. Please consider these comments as advice for continued improvement of the additional locations.

Per HLC policy, completion of these visits and fulfillment of the requirement will be noted in your institution's history record and the completed report will be included in your institution's permanent file.

If you have any questions or comments regarding the Multi-Location Visit or the attached report, please contact Pat Newton-Curran (pnewton@hlcommission.org).

Sincerely,

Higher Learning Commission



Multi-Location Visit Peer Review Report

Institution: West Virginia University

Additional Locations Visited: Charleston Division & Institute of Technology (Beckley)

Location Name	Location Address (<i>street, city, state and ZIP code</i>)	Date Reviewed
Charleston Division	3110 MacCorckle Ave SE, Charleston, WV 25304	4/12/22
Institute of Technology (Beckley)	512 S. Kanawha St, Beckley, WV, 25801	4/13/22

Peer Reviewer

Name: Lisa Clark

Institution: American Public University System Title: Online Faculty

Instructions

In order to document effective administrative systems for managing multiple additional locations, please complete the following. For each item, check **adequate** or **attention needed**, and indicate in Comments the institution's strengths and/or opportunities for improvement in controlling and delivering degree programs off-campus. If comments pertain to a specific location, they should be included along with the identity of that location.

Submit the completed report as a PDF file at hlcommission.org/upload. Select "Final Reports" from the list of submission options to ensure the institution's materials are sent to the correct HLC staff member. The report is due within 30 days after the last additional location is visited.

Overview Statement

Provide information about current additional locations and the institution's general approach to off-campus instruction. Describe the growth pattern at the institution since the last review of off-campus instruction. Provide information about the involvement of external organizations or other higher education institutions.

Judgment of reviewer. Check appropriate box:

Adequate

Attention Needed

Comments:

WVU's general approach to managing campus locations is to ensure consistency amongst processes. This supports equitable opportunities for students and staff at all WVU campuses regardless of location.

Currently the programs at the three WV Carpenter's Training Centers are on hold due to low enrollment and may be discontinued after a review of the Department of Labor requirements is completed in the spring of 2022. In the fall of 2022, WVU will open a School of Nursing: Bridgeport Department, under the administration and specialized accreditation of the WVU School of Nursing.

Institutional Planning

What evidence demonstrates that the institution effectively plans for growth and maintenance of additional locations? Identify whether the institution has adequate controls in place to ensure that information presented to students is adequate. Describe whether the financial planning and budgeting process has proven effective at additional locations.

Judgment of reviewer. Check appropriate box:

Adequate

Attention Needed

Comments:

Through conversations with faculty, staff, and administration, WVU effectively plans for growth and maintenance. WVU's 5-year program review process provides insight into the needs of programs and their respective locations. All personnel have the ability to express funding concerns and needs on an annual basis and throughout the year.

Facilities

What evidence demonstrates that the facilities at the additional locations meet the needs of the students and the curriculum? Consider, in particular, classrooms and laboratories (size, maintenance, temperature, etc.); faculty and administrative offices (site, visibility, privacy for meetings, etc.); parking or access to public transit; bookstore or text purchasing services; security; handicapped access; and other (food or snack services, study and meeting areas, etc.)

Judgment of reviewer. Check appropriate box:

Adequate

Attention Needed

Comments:

Instructional Oversight

What evidence demonstrates that the institution effectively oversees instruction at the additional locations? Consider, in particular, consistency of curricular expectations and policies, availability of courses needed for program and graduation requirements, faculty qualifications, performance of instructional duties, availability of faculty to students, orientation of faculty/professional development, attention to student concerns.

Judgment of reviewer. Check appropriate box:

Adequate

Attention Needed

Comments:

Through conversations with faculty and staff, WVU has taken strides to harmonize the curriculum across all locations. All programs at WVU, Beckley undergo program review processes every five years through centralized Morgantown processes. Beckley has faculty representation on both the Graduate and Undergraduate Councils. The Charleston campus follows the review cycle of main campus as well as those of specialized accreditors.

These processes for all locations are overseen by the Associate Provost for Curriculum and Assessment. Faculty at the Charleston location shared their processes for meeting and discussing outcomes across the campuses, as well as their process for resolution should discrepancies be noted. Faculty at the Beckley location were a slightly less aware of WVU institutional wide processes and the significance of them. An area for growth could be to increase frequency of direct Morgantown communications and visits to further unify this location into the WVU system.

Institutional Staffing and Faculty Support

What evidence demonstrates that the institution has appropriately qualified and sufficient staff and faculty in place for the location, and that the institution supports and evaluates personnel at off-campus locations? Consider the processes in place for selecting, training, and orienting faculty at the location.

Judgment of reviewer. Check appropriate box:

Adequate

Attention Needed

Comments:

Through conversations with faculty, staff, and administration, WVU provides the resources to ensure sufficient staffing and faculty credentials. Centralized processes are in place for the WVU system, as well as within each program as appropriate. The Morgantown Teaching and Learning Commons (TLC) provides professional development for all locations. Additional resources and funding are available at individual campuses. All full-time and tenured faculty follow the same processes for promotion and evaluation regardless of location. Part-time faculty are also required to submit an annual productivity report and have syllabi reviewed and approved.

Student Support

What evidence demonstrates that the institution delivers, supports, and manages necessary student services at the additional locations? Consider, in particular, the level of student access (in person, by computer, by phone, etc.) to academic advising/placement, remedial/tutorial services, and library materials/services. Also, consider the level of access to admissions, registration/student records, financial aid, and job placement services, as well as attention to student concerns.

Judgment of reviewer. Check appropriate box:

Adequate

Attention Needed

Comments:

Through conversations with students, faculty, and staff, WVU does provide the support necessary to support students at all locations. Processes are managed through Morgantown, with staff available at both locations. Support staff at the Charleston location specifically received outstanding reviews by students.

Evaluation and Assessment

What evidence demonstrates that the institution measures, documents, and analyzes student academic performance sufficiently to maintain academic quality at the additional locations? How are measures and techniques employed at a location equivalent to those for assessment and evaluation on the main campus? Consider, in particular, the setting of measurable learning objectives, the actual measurement of performance, and the analysis and use of assessment data to maintain/improve quality.

Judgment of reviewer. Check appropriate box:

Adequate

Attention Needed

Comments:

WVU relies primarily on the 5-year program review process to review measurement of performance and analyze assessment data. Evaluation and assessment processes are the same regardless of location. Faculty at both locations visited supported the information in the report through their explanations and conversations. At the Charleston location, there are clearly on-going conversations and discussions about assessment across the campuses. Most faculty at the Beckley locations referenced routine conversations about curriculum oversight and assessment across campuses. An area for improvement may be to ensure faculty in all shared programs at the Beckley campus are participating in such conversations across the campuses.

Continuous Improvement

What evidence demonstrates that the institution encourages and ensures continuous quality improvement at its additional locations? Consider in particular the institution's planning and evaluation

processes that ensure regular review and improvement of additional locations and ensure alignment of additional locations with the mission and goals of the institution as a whole.

Judgment of reviewer. Check appropriate box:

Adequate Attention Needed

Comments:

WVU is committed to continuous improvement as evidenced through professional development opportunities provided. All of the resources provided to Morgantown, are available to faculty at all locations. WVU continues to grow the TLC's faculty associates program across locations.

Marketing and Recruiting Information

What evidence confirms that the information presented to students in advertising, brochures, and other communications is accurate?

Judgment of reviewer. Check appropriate box:

Adequate Attention Needed

Comments:

All locations share the Target X recruitment CRM to ensure consistent recruitment and enrollment processes. Additionally, a shared project management system is utilized for all recruitment materials. University relations manages all marketing and advertising initiatives. While each location has its own management in relation to marketing, all ultimately report to the Vice President for University Relations and Enrollment Management in Morgantown.

Summary Recommendation

Select one of the following statements. Include, as appropriate, a summary of findings.

- Overall, the pattern of this institution's operations at its additional locations appears to be adequate, and no further review or monitoring by the Higher Learning Commission is necessary.
- Overall, the pattern of this institution's operations at its additional locations needs some attention as defined in this report. The institution can be expected to follow up on these matters without monitoring by the Higher Learning Commission. The next scheduled comprehensive review can serve to document that the matters identified have been addressed. **[Identify specific areas needing organizational attention.]**
- The overall pattern of this institution's operations at its additional locations is inadequate and requires attention from the Higher Learning Commission. **[Identify the specific concerns and provide a recommendation for HLC follow-up monitoring.]**

Summary of Findings:

It is evident that WVU administration are working hard to unify processes across locations and instill a one WVU culture.

Notification Program for Additional Locations Approval Form

Complete this form **only** if an institution has been granted access to the Notification Program for Additional Locations. The Institutional Status and Requirements Report for the institution will indicate whether the institution has access to the Program under "Location Stipulation."

The institution has been accredited by HLC for at least 10 consecutive years with no record of any action during that period for sanction or show-cause.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
HLC has not required monitoring of issues related to the quality of instruction or to the oversight of existing additional locations or campuses in the past 10 years.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The institution has demonstrated success in overseeing at least three locations.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The institution has no other HLC or other legal restrictions on additional locations and/or programs offered off campus.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
The institution has appropriate systems to ensure quality control of locations that include clearly identified academic controls; regular evaluation by the institution of its locations; a pattern of adequate faculty, facilities, resources and academic/support systems; financial stability; and long-range planning for future expansion.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No