

CASE STUDY

How West Virginia University Transformed Program Review

Leveraging Data for Thoughtful and Collaborative Decisions at a Large Institution



Public doctoral university in Morgantown, WV
28,000+ students

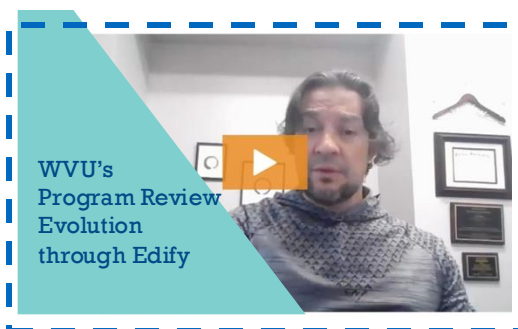
Program Review Challenges at WVU

- An undefined and inconsistent process
- Lack of clearly defined metrics
- Reliance on non-standardized data sources



These challenges hindered meaningful comparisons and insights, leaving leaders with limited tools to make data-informed program decisions.

Hear from Associate Provost for Curriculum and Institutional Effectiveness, Dr. Louis Slimak, about WVU's journey from Academic Performance Solutions to Edify.



Shared Governance to Support Programs Under Review

The Provost's Director of Academic Excellence and Assessment partnered with key contributors to form the University Assessment Council (UAC). The Council convened academic administrators from the Provost's and dean's offices, alongside Faculty Senate committee chairs and other faculty representatives. The UAC built shared governance for program review and created a program review template incorporating key Academic Performance Solutions (APS) data points for department chairs.

Student and Instructional Staff Metrics Chosen from APS Platform

- Five-year unduplicated enrollment trend
- Five-year fall-to-fall program continuance rate
- Five-year completion trend
- Students graduating within four years of earning 60 credit hours
- Course with the most/highest percentage of DFW grades
- SCH production
- Migration into program
- Migration out of program

WVU's **Program Review Form** outlined when to include the relevant APS data, how it should be interpreted, its impact on the program, and the program's proposed solution to remedy the discrepancy if needed.

Program Review Form

Start of Block: Program Overview

Q1.1
Program Overview

This is section 1 of 9

Q1.2
Degree Designation and Program Title (For example: BS Design and Merchandising; PhD Agricultural Sciences) See the Curriculum Matrix for official designations and program titles

Q1.3 All associated program majors: (For example: with BS Design and Merchandising, majors are: Fashion Dress and Merchandising, Design Studies, and Interior Design; with PhD Agricultural Sciences, majors are: Animal and Food Sciences and Plant and Soil Sciences)

Page 1 of 19

Improving Program Review at West Virginia University with APS

Previous Program Review Process

- ✗ Program leaders submitted 200+ pages for each review, making it impossible for Leadership to efficiently review programs.
- ✗ Standard data set was not used, allowing program leaders to submit dissimilar information that was difficult for Leadership to ensure accuracy.



Improved Program Review Process with APS Data

- ✓ Used APS metrics to create a templated document for all leaders to complete, which includes a word count limit for each response.
- ✓ Supported leaders in completing the document by providing an FAQ document and hosting an Annual Program Review Workshop.

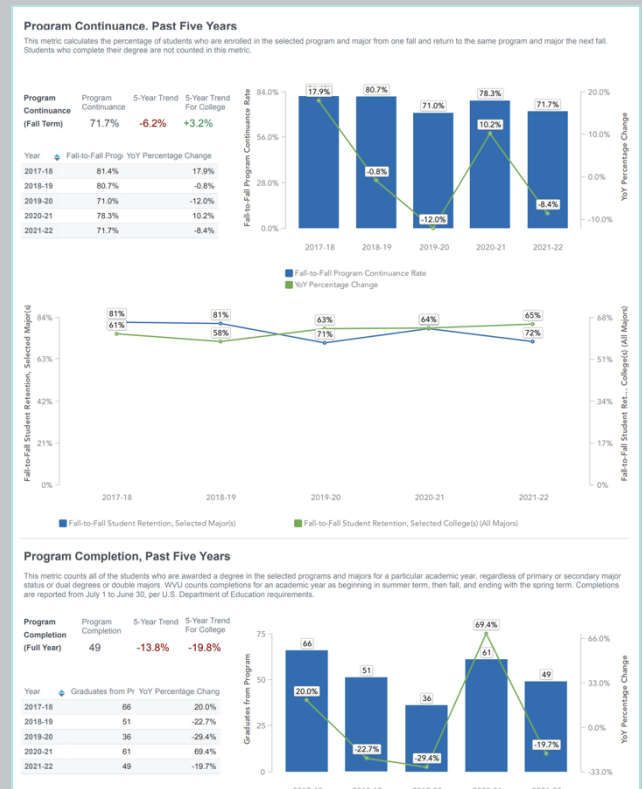
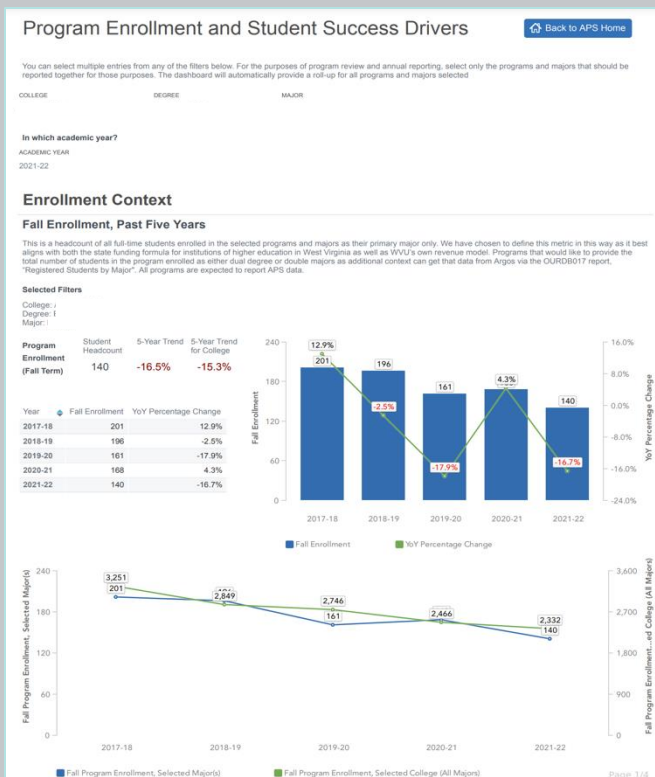
A Continuing Evolution with Edify Custom Dashboards

WVU customized dashboards with Edify to optimize their APS program review process further.

WVU brought over over key metrics from APS and expanded on them in Edify, building a more comprehensive view of program performance and health. Department chairs access the dashboards directly, enabling more data-informed conversations during program review.

Innovations in the move to Edify included:

- Five-year longitudinal views
- Dashboards tailored to WVU's process
- New metrics using data already provided to EAB
- A single source of truth for program review data



Deepening Data's Impact at WVU with Edify

Today, program review at WVU is a cornerstone for resource allocation and student success. With APS and Edify, the university has built a rigorous, impactful process that supports continuous improvement.

KEY RESULTS IN THE PAST FIVE YEARS



▶ 200 programs

Comprehensively evaluated

▶ 18 programs

Were closed by recommendation of the faculty review councils

▶ 73 follow-up actions

Assigned to address a range of issues identified during review

LASTING IMPACTS

- **Meaningful Comparisons:** A standardized data set enabled the comparison of programs with similar missions and scopes.
- **Elimination of Shadow Data Systems:** Most decentralized and inconsistent data systems were replaced, dramatically improving institutional data quality.
- **Iterative Improvements:** Customized dashboards not only refined the program review process but evolved themselves over time to better meet university needs.
- **Streamlined Self-Studies:** Department leaders shifted their focus from “treasure-hunting” for data to engaging in substantive discussions about curriculum and operational improvements.

EXPANDED INTEGRATION

The integration of APS with Edify unlocked further opportunities to refine the program review process:

- **Faculty Line Request Dashboard:** Draws from APS data to ensure strategic and necessary faculty hires.
- **Market Data Integration:** In the future, WVU plans to import IPEDS data into Edify to compare internal program performance with national trends, including the number of programs in the national market and degrees awarded across similar programs.

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As our processes have grown in rigor—and the related decision-making has grown in impact—Edify has scaled with us, allowing us to continue to reach our goals.

- Dr. Louis Slimak, Associate Provost for Curriculum and Institutional Effectiveness, West Virginia University

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Customize Your Data Workspaces with Edify

Edify's higher education data experts offer a wide variety of data services and custom workspaces focused on each institution's needs. WVU collaborated with EAB experts to build custom dashboards and reports in Edify tailored to their unique challenges and strategic goals, allowing them to:

▶ Compare the number of student credit hours by full- and part-time faculty with the **Instruction Dashboard**

▶ Compare attempted credit hours of majors and non-majors taking specific courses in the **Department Dashboard**

▶ Compare year-over-year changes in enrollment by major with the **Enrollment Dashboard**

▶ Centralize data related to different types of holds to identify opportunities for process improvement with the **Holds Dashboard**

Customize your institution's insights. Reach out to Kurtis Hagans at khagans@eab.com.

Note: Screenshot do not display real data.

Source: Gateway Technical College; EAB interviews and analysis.