2019 COACHE Faculty Satisfaction Survey at CUNY

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CUNY Faculty Governance Leaders Meeting
December 14, 2018
Overview

- Why the COACHE survey at CUNY?
- Outcomes from the 2015 COACHE survey at CUNY
- What’s different this time?
- Process and timeline
- Request for help
- Questions?
Why the COACHE survey at CUNY?

- The Collaborative on Academic Careers in Higher Education (COACHE) is a research-practice partnership and network of over 250 peer institutions dedicated to improving outcomes in faculty recruitment, development, and retention

- The COACHE faculty satisfaction survey is a nationally-normed survey based on research and the ability to effect change

- Survey themes (benchmarks) include:

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<th>Nature of Work: Research, Teaching, Service</th>
<th>Shared Governance</th>
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<tbody>
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<td>Resources &amp; Support</td>
<td>Appreciation &amp; Recognition</td>
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<td>Interdisciplinary Work, Collaboration &amp; Mentoring</td>
<td>Department Engagement, Quality &amp; Collegiality</td>
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<td>Tenure &amp; Promotion</td>
<td>Retention &amp; Negotiation</td>
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<td>Institutional Leadership</td>
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Why the COACHE survey at CUNY?

- The COACHE survey is an important part of CUNY’s commitment to its faculty, to a healthy campus climate and to ongoing assessment and improvement of the university

- Participating in the COACHE survey is an opportunity for CUNY faculty to have a voice in making their colleges and the university better places to work

- Participation in the 2019 survey will allow each college and the university to measure progress made since the 2015 survey
Outcomes from the 2015 Survey

- Common CUNY college responses
  - **General responses**: formation of task force/working group to dig deeper into data and recommend action; establishment of new positions dealing with faculty affairs
  - **Nature of Work-Research**: support for grant-writing and publication; additional internal funding for research/scholarship/creative work and travel
  - **Tenure and Promotion**: new or expanded workshops; review and revision of policies, procedures and guidelines
  - **Appreciation and Recognition**: new awards and events; faculty accomplishments highlighted on web and in print materials
Outcomes from the 2015 Survey

- University responses

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<th>Teaching workload reduction</th>
<th>Faculty Affairs Advisory Board established</th>
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<td>William P. Kelly Research Fellowships institutionalized</td>
<td>CUNY-wide programs to support Associate Professors seeking promotion</td>
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- A list of all responses – sorted by COACHE benchmark – can be found on the CUNY Faculty Affairs COACHE website at http://www2.cuny.edu/academics/faculty-affairs/the-collaborative-on-academic-careers-in-higher-education-coache/
What’s different this time?

- **Consistent messaging**: CUNY will be following COACHE best practices in implementing the survey and disseminating the results

  - **Now**: Each college should form a COACHE implementation task force/working group comprised of faculty and administrators to encourage faculty participation in the survey and address questions/issues

  - **Fall 2019**: Each college should form a COACHE task force/working group to discuss and interpret the data, dig deeper into the data if necessary, discuss data with faculty and make recommendations for changes based on data
What’s different this time?

5 university-wide custom questions

- I have opportunities for professional development at my college
- I have opportunities for leadership at my college
- I have access to resources at my college to support my research, scholarship and/or creative work
- My department values my research scholarship and/or creative work
- I have a voice in the decision-making that affects the direction of my department

- Motivating factors
  - 2015 COACHE survey: Faculty of color indicated dissatisfaction in their departments
  - Retaining faculty of color is an issue at CUNY

- Responses to custom questions + other questions that address issues of concern to faculty of color, women and other non-majority groups (e.g., service/advising responsibilities, work/personal life balance, engagement, collegiality, “fit”) will be compared across faculty subgroups
Process and Timeline

- Progress so far
  - **August 2018**: CUNY reps attended the COACHE strategy workshop at Harvard
  - **September**: Interim Chancellor Rabinowitz spoke to the Presidents and IEVC Bowers spoke to the Provosts at their first meetings of the year; FAAB
  - **October**: COACHE liaisons participated in COACHE implementation webinars and CUNY COACHE liaison meeting/conference call with Todd Benson
  - **Oct – Dec**: task force/working groups formed; custom question discussions; population file creation and refinement; FAAB
Process and Timeline

- In progress and next steps
  - **In progress**: Liaisons/task forces working on communication plans
  - **Late January 2019**: Provosts will send email communication to faculty notifying them of upcoming survey
  - **Week of February 4th**: survey launches
  - **Mid-Feb – April 1st**: reminders sent out
  - **April 7th**: survey closes
  - **Late summer**: Data and reports received from COACHE
Request for help from FGLs

Spread the word and encourage participation

- COACHE best practices stress the importance of conveying to faculty
  1. Why COACHE? (slides 3 and 4 of this presentation)
  2. That COACHE results will be used (i.e., it is worth their while to participate)
     - as evidence, point to outcomes from 2015 COACHE survey (slides 5 and 6 of this presentation and more extensive list on Faculty Affairs COACHE website)
  3. How the data will be handled (next slide)
Request for help from FGLs

- How the data will be handled
  - Survey administered and data collected by COACHE, not CUNY
  - All colleges will get reports that do not include identifying information and data is only reported if at least 5 respondents in category
  - Colleges were given a choice about receiving de-identified unit-level data
    - Advantage: can conduct additional analyses to address issues of particular concern to the college
    - If a college chose to receive unit-level data
      - only one person – someone who has no influence or involvement in faculty personnel decisions (typically someone in the Office of Institutional Research) – will have access to it
      - that person signs a confidentiality agreement agreeing to keep the data confidential and only present aggregate data if the number of respondents in a category is 5 or greater
Request for help from FGLs

- **Resources**
  - This presentation will be posted on the [Faculty Affairs COACHE website](https://coache.gse.harvard.edu/) by next Tuesday, December 18th
  - COACHE website: [https://coache.gse.harvard.edu/](https://coache.gse.harvard.edu/)
  - Work with COACHE liaisons and COACHE task force/working group at your college
  - Feel free to contact me with any questions or concerns
Questions, Comments?