

The logo for CUNY, consisting of the letters 'CU' stacked above 'NY' in a bold, blue, sans-serif font.

CU
NY

Office of
Institutional Research
and Assessment



The 2015 COACHE Faculty Satisfaction Survey

Presentation to the University Faculty Senate
DECEMBER 1, 2015

Overview of Today's Presentation and Discussion

1. COACHE SURVEY DESCRIPTION AND ADMINISTRATION
2. OVERVIEW OF CUNY-WIDE RESULTS
 - a. Benchmark Data: CUNY vs. Comparable Institutions
 - b. Best and Worst Aspects of Working at CUNY
3. ADDITIONAL DATA IN SELECTED AREAS
 - a. Leadership
 - b. Facilities
 - c. Teaching
 - d. Tenure Clarity
 - e. Group Differences
4. WHAT IS CUNY'S CENTRAL ADMINISTRATION DOING?
5. WHAT CAN COLLEGE ADMINISTRATORS AND FACULTY DO?

What is COACHE?

COLLABORATIVE ON ACADEMIC CAREERS IN HIGHER EDUCATION
<http://sites.gse.harvard.edu/coache>

(Part of the Harvard Graduate School of Education)

COACHE provides:

- Survey administration— four-year and community college
- Reports of results (paper and Digital Report Portfolio)
- Webinars and meetings to interpret findings
- Annual Leaders Workshop (best practices)
- Connections among participants
- Research and library

Administration of the Survey at CUNY

- Population:
 - Non-tenure track, pre-tenure and tenured full-time faculty
 - All senior colleges including Law and GC (Journalism included but too few responses to report separately)
 - All community colleges except Guttman
 - CC survey administered only at CUNY this year
- Administered online in spring 2015
- Response rates at CUNY varied from 34% to 65%, with a mean of 47%
- National response rate mean 49%

Comparisons

Compare perceptions of work life with

- Faculty working elsewhere at CUNY (sector means and total CUNY means)
- Faculty working at “peer” colleges (chosen by the college)
- Faculty working nationally (comparison cohort of COACHE participants)

Measure faculty perceptions of academic work life by

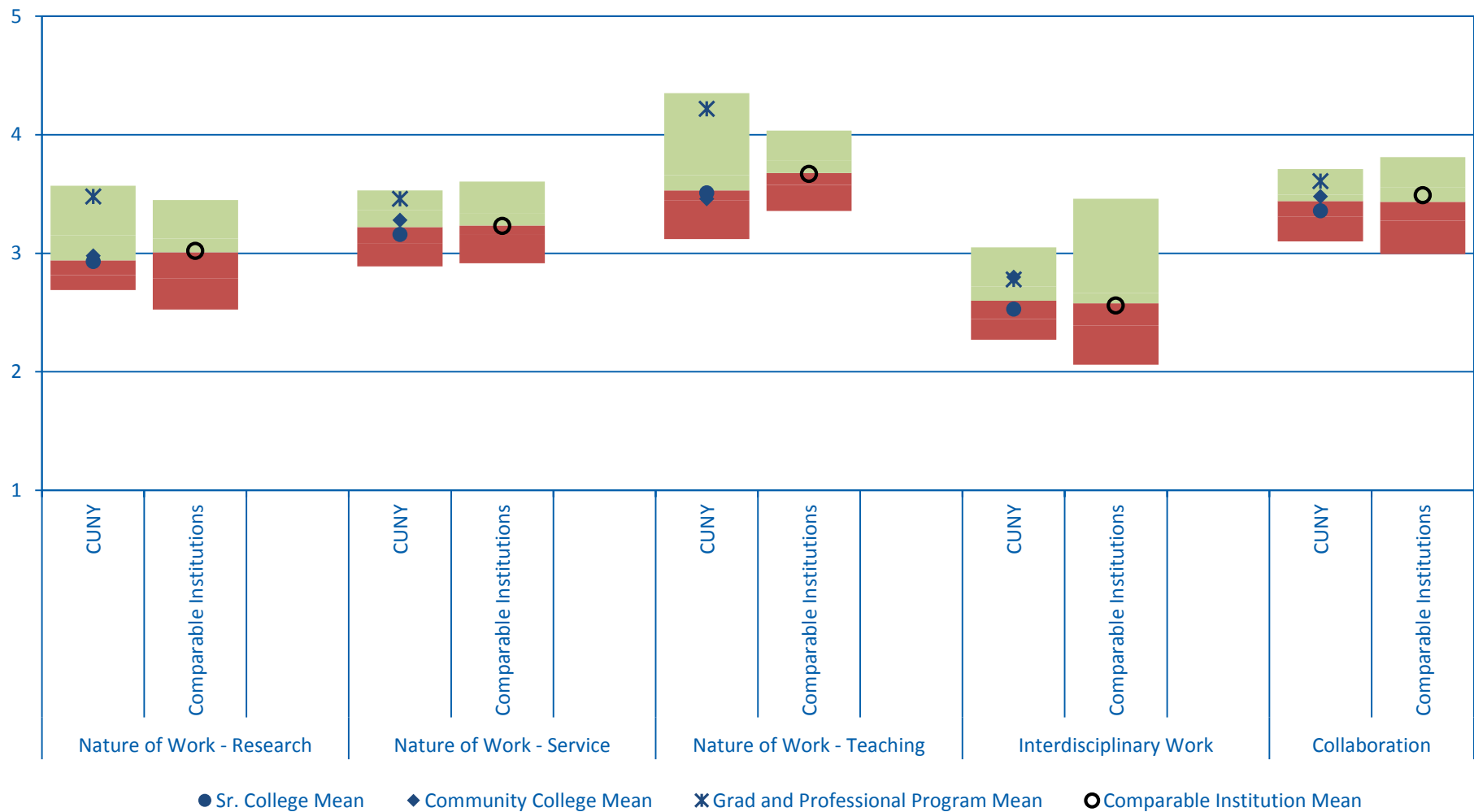
- Professorial rank (full or associate)
- Gender
- Race/ethnicity (white or faculty of color)

Topics Covered by the Survey

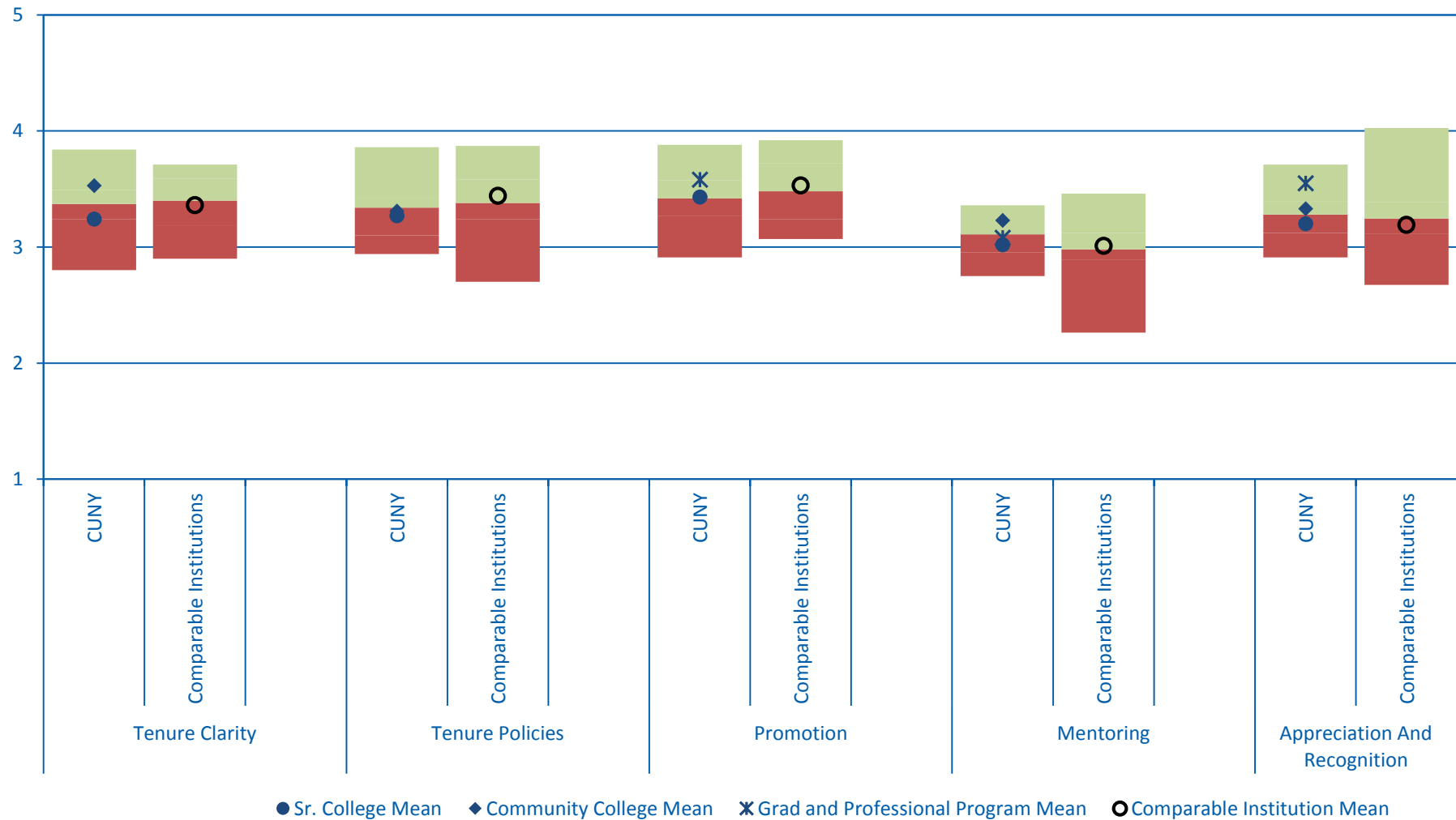
- Nature of the Work: Research, Teaching, Service
- Resources and support
- Collaboration, Mentoring
- Tenure, Promotion
- Leadership/Shared Governance
- Engagement
- Work and personal life balance
- Climate, culture, collegiality
- Appreciation and recognition
- Recruitment and retention
- Global measures of satisfaction

OVERVIEW OF CUNY-WIDE RESULTS

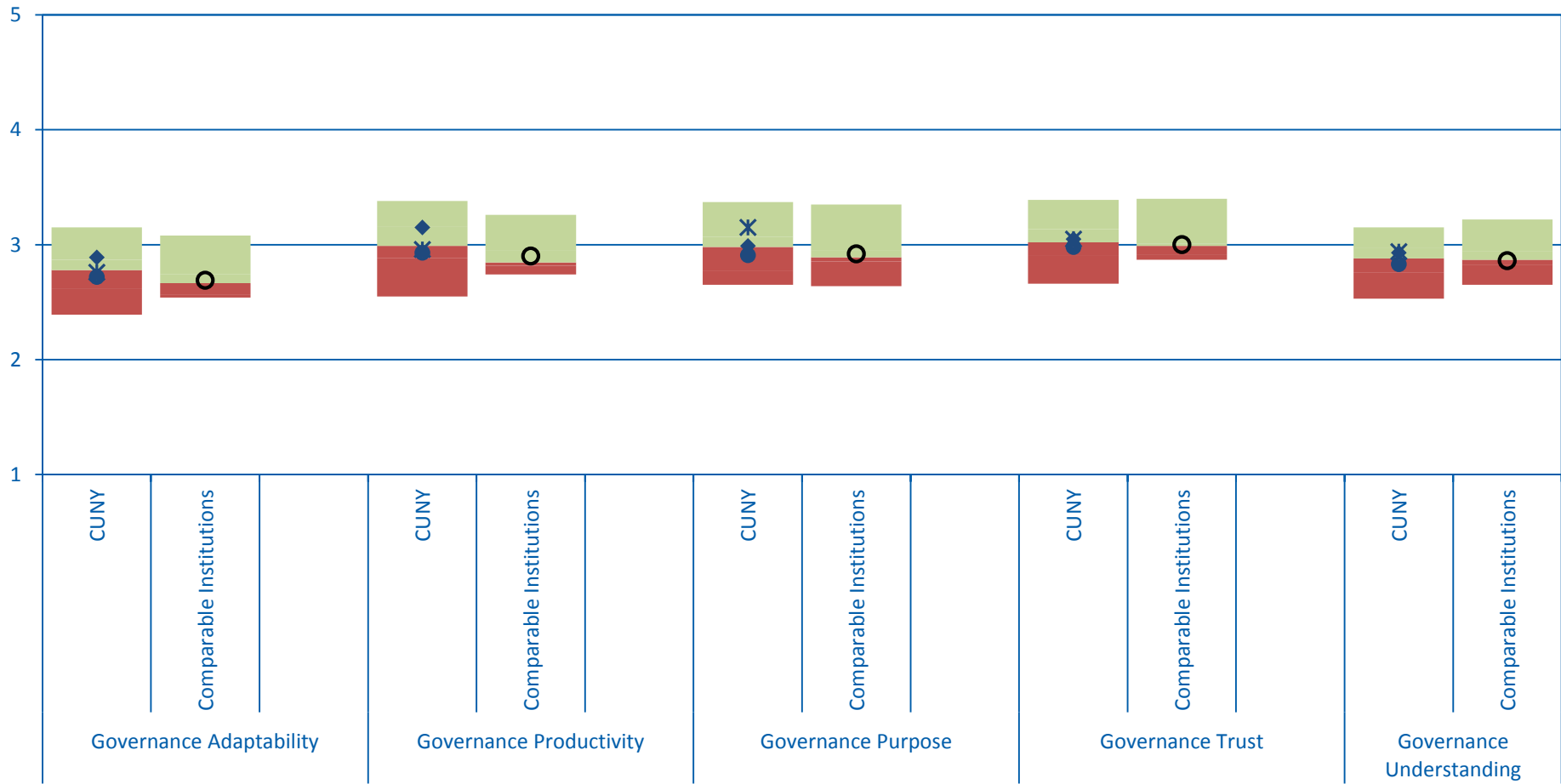
Nature of Work, Collaboration and Interdisciplinary Work



Tenure, Promotion, Mentoring and Appreciation & Recognition

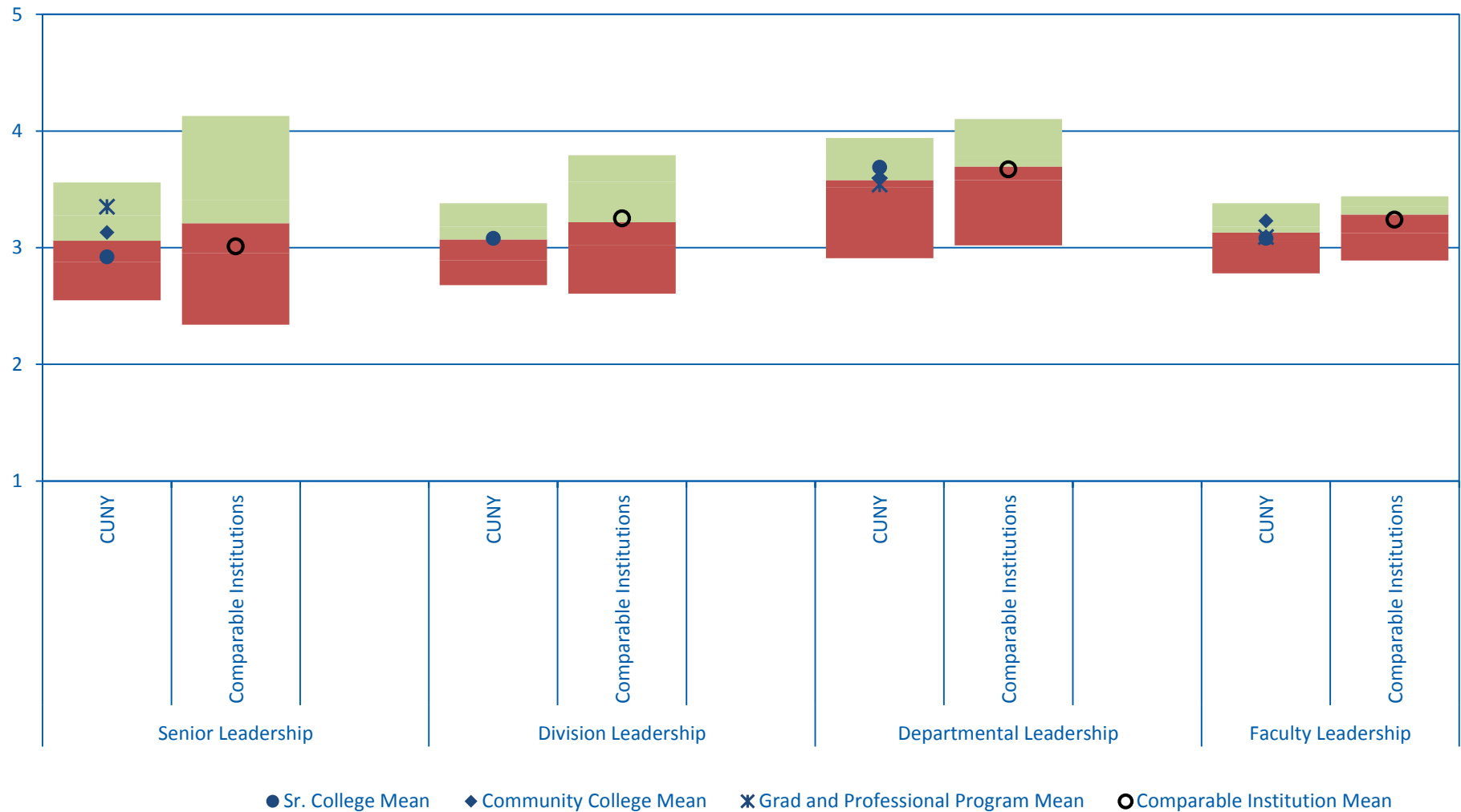


Shared Governance

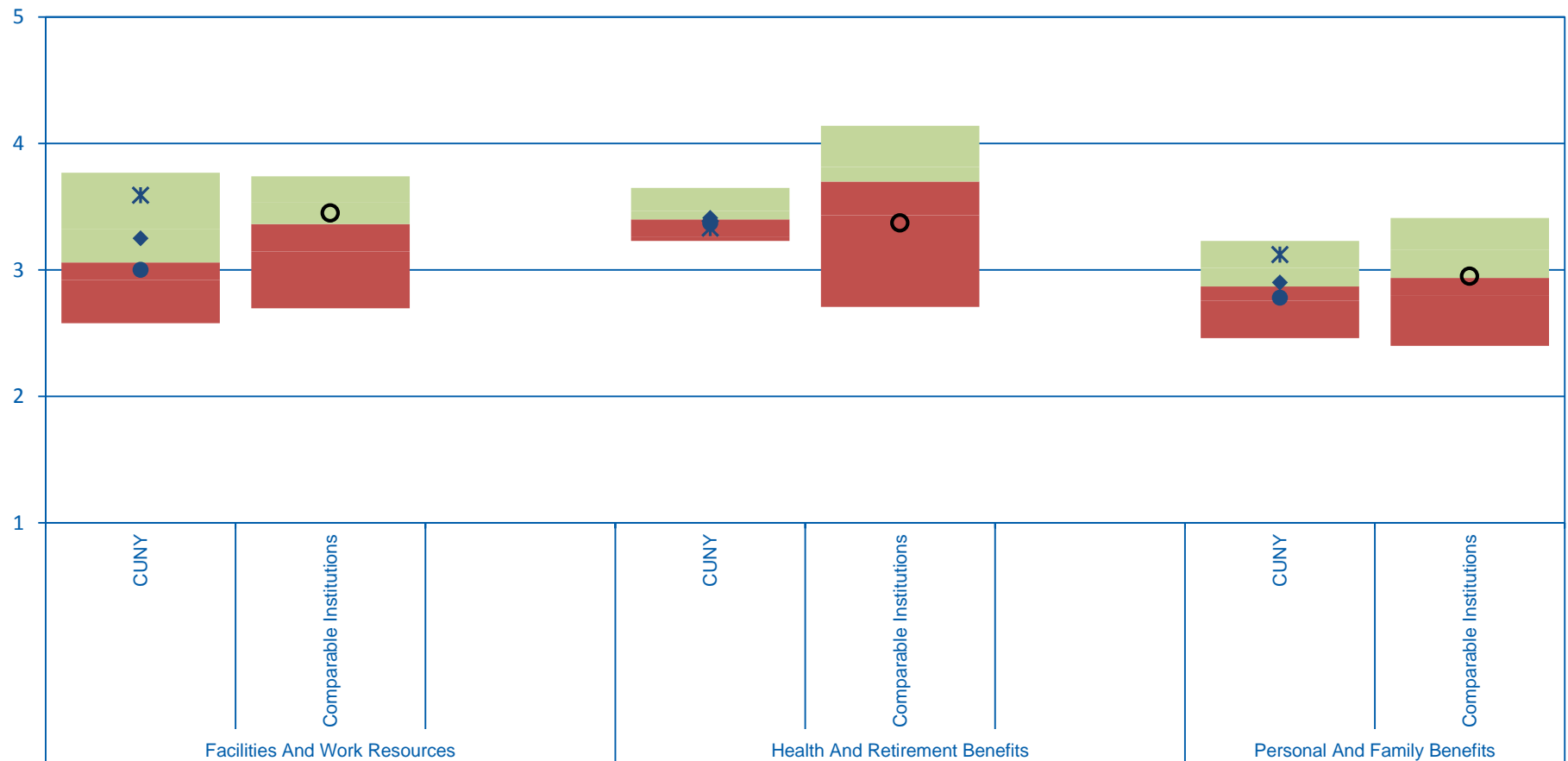


■ Sr. College Mean
 ◆ Community College Mean
 ✕ Grad and Professional Program Mean
 ○ Comparable Institution Mean

Collaborative Leadership

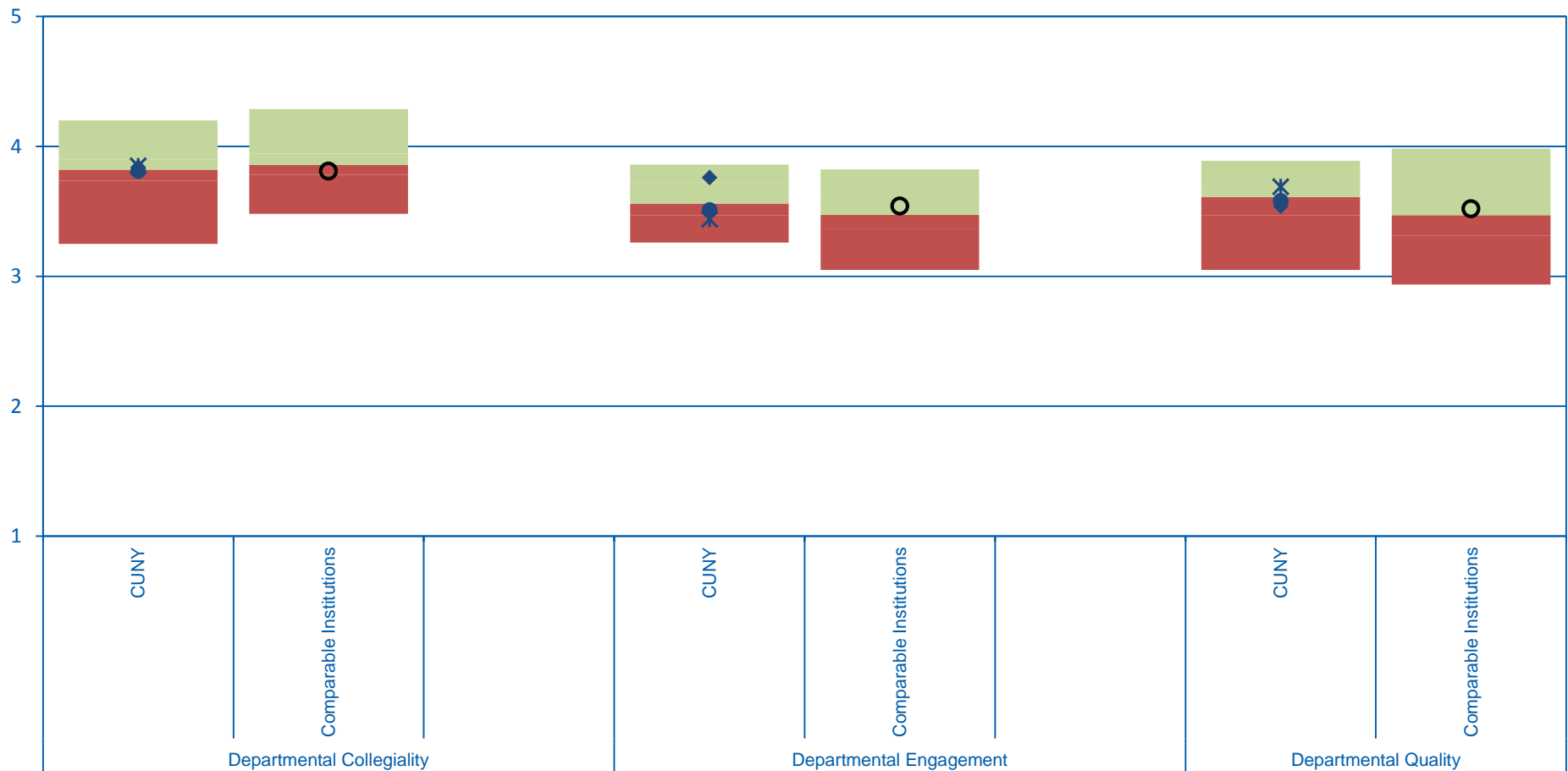


Facilities and Benefits



● Sr. College Mean ◆ Community College Mean ✕ Grad and Professional Program Mean ○ Comparable Institution Mean

The Department



● Sr. College Mean ◆ Community College Mean ✕ Grad and Professional Program Mean ○ Comparable Institution Mean

Best and Worst Aspects of Work at CUNY

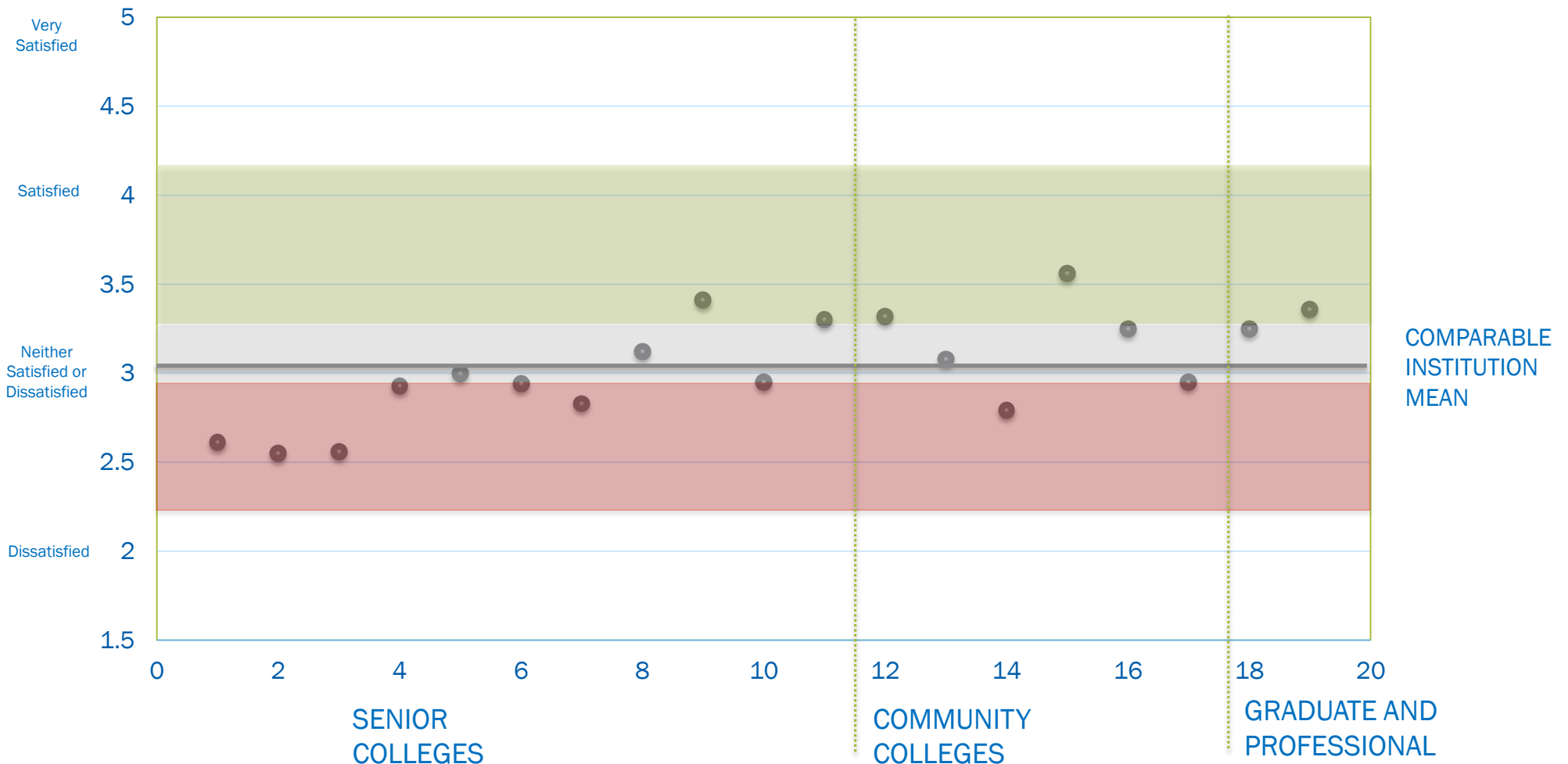
	Senior Colleges	Community Colleges	Graduate and Professional
Best	Geographic Location	Quality of Colleagues	Quality of Graduate Students
	Quality of Colleagues	Geographic Location	Quality of Colleagues
	Diversity	Diversity	Geographic Location
Worst	Compensation	Teaching Load	Compensation
	Teaching Load	Compensation	Cost of Living
	Quality of Facilities	Lack of Support for Research/Creative Work	Quality of Facilities/Commute

ADDITIONAL DATA IN SELECTED AREAS

Senior Leadership:

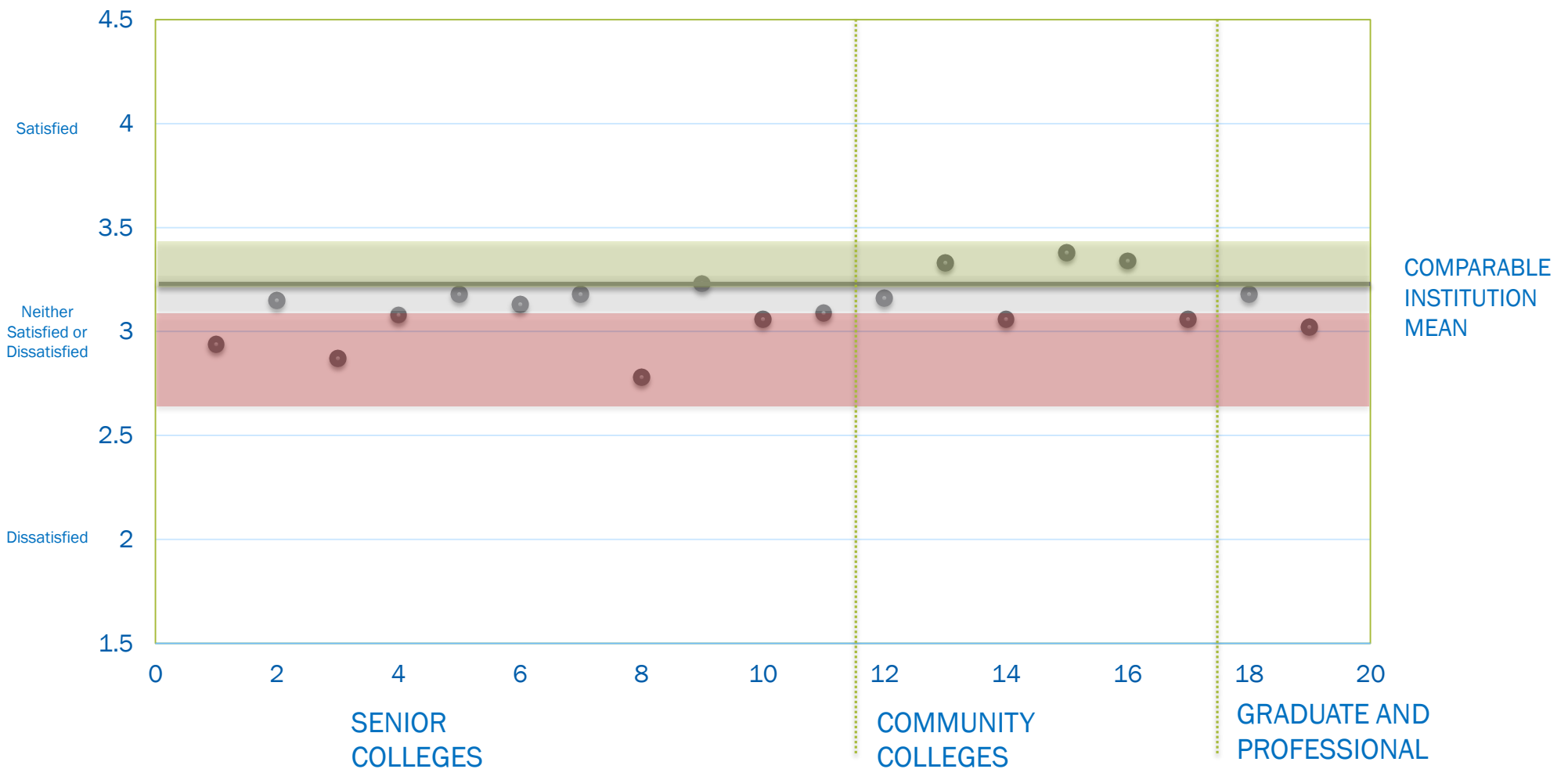
Across CUNY colleges, mean responses exhibited a fair amount of variability.

Benchmark Score: Senior Leadership



Across CUNY colleges, mean responses were in the average or below average range.

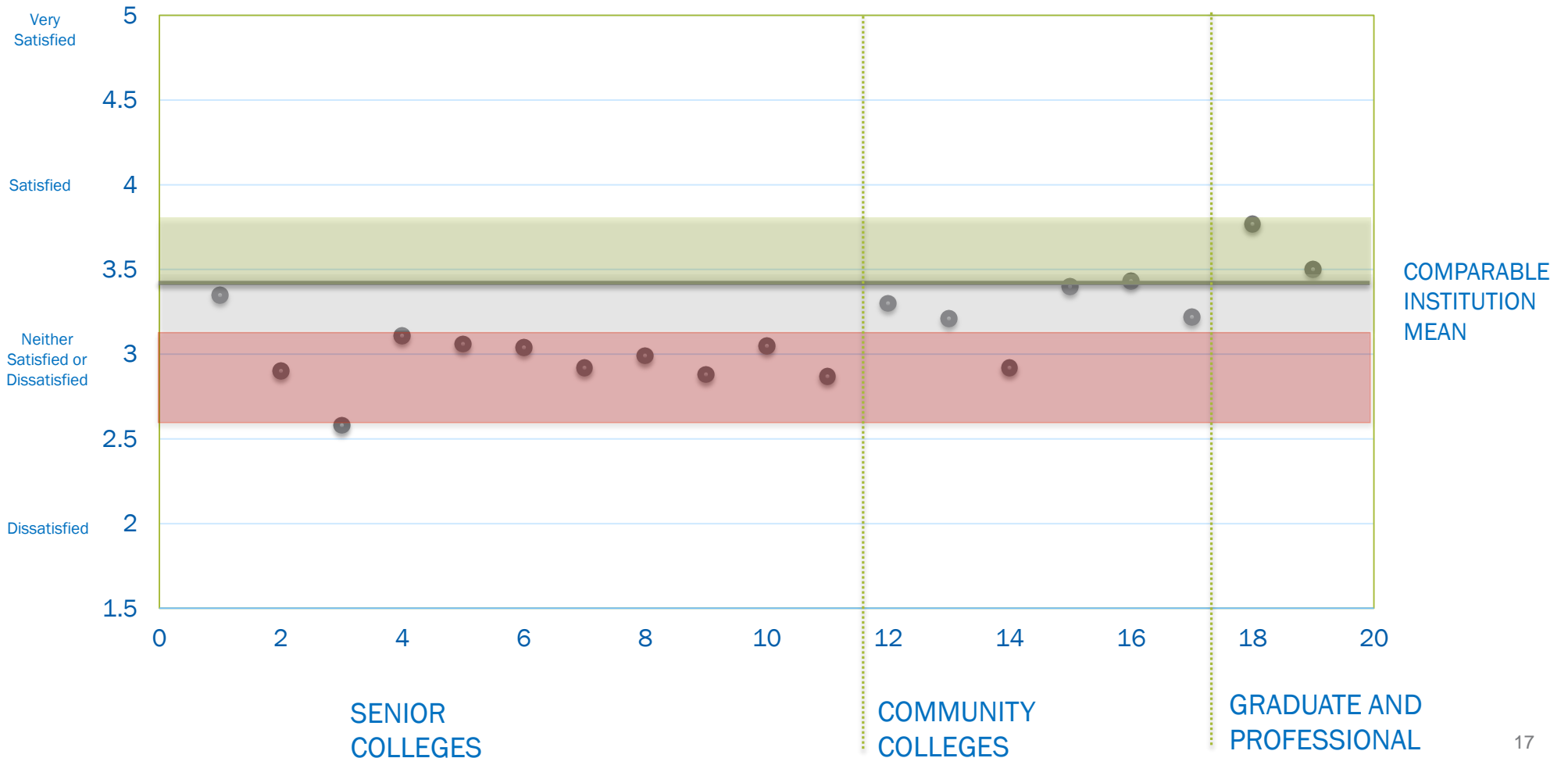
Benchmark Score: Faculty Leadership



Facilities and Work Resources:

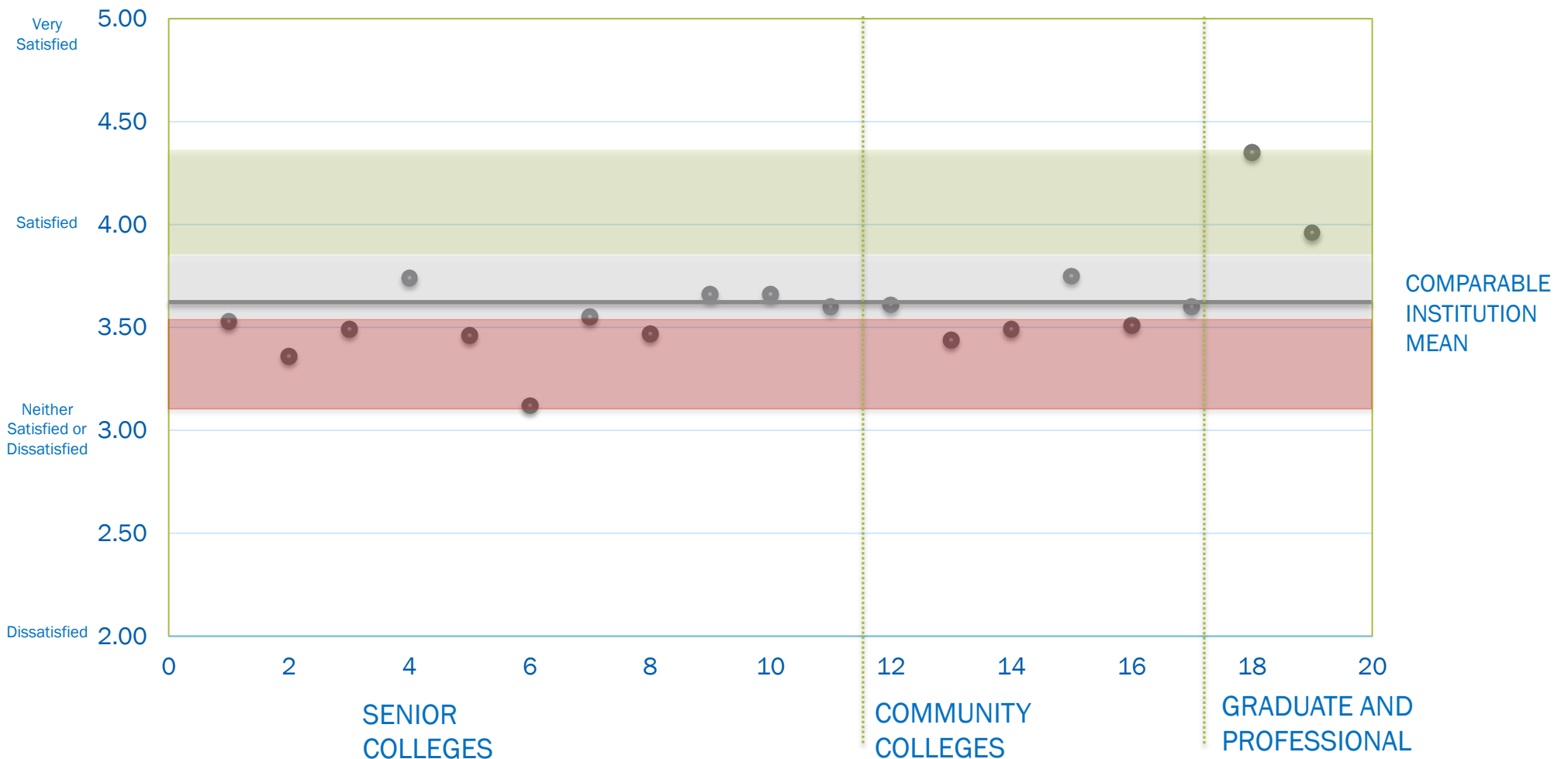
Across CUNY colleges, mean responses were mostly in the below average range.

Benchmark Score: Facilities and Work Resources



Across CUNY colleges, mean responses were mostly in the average range.

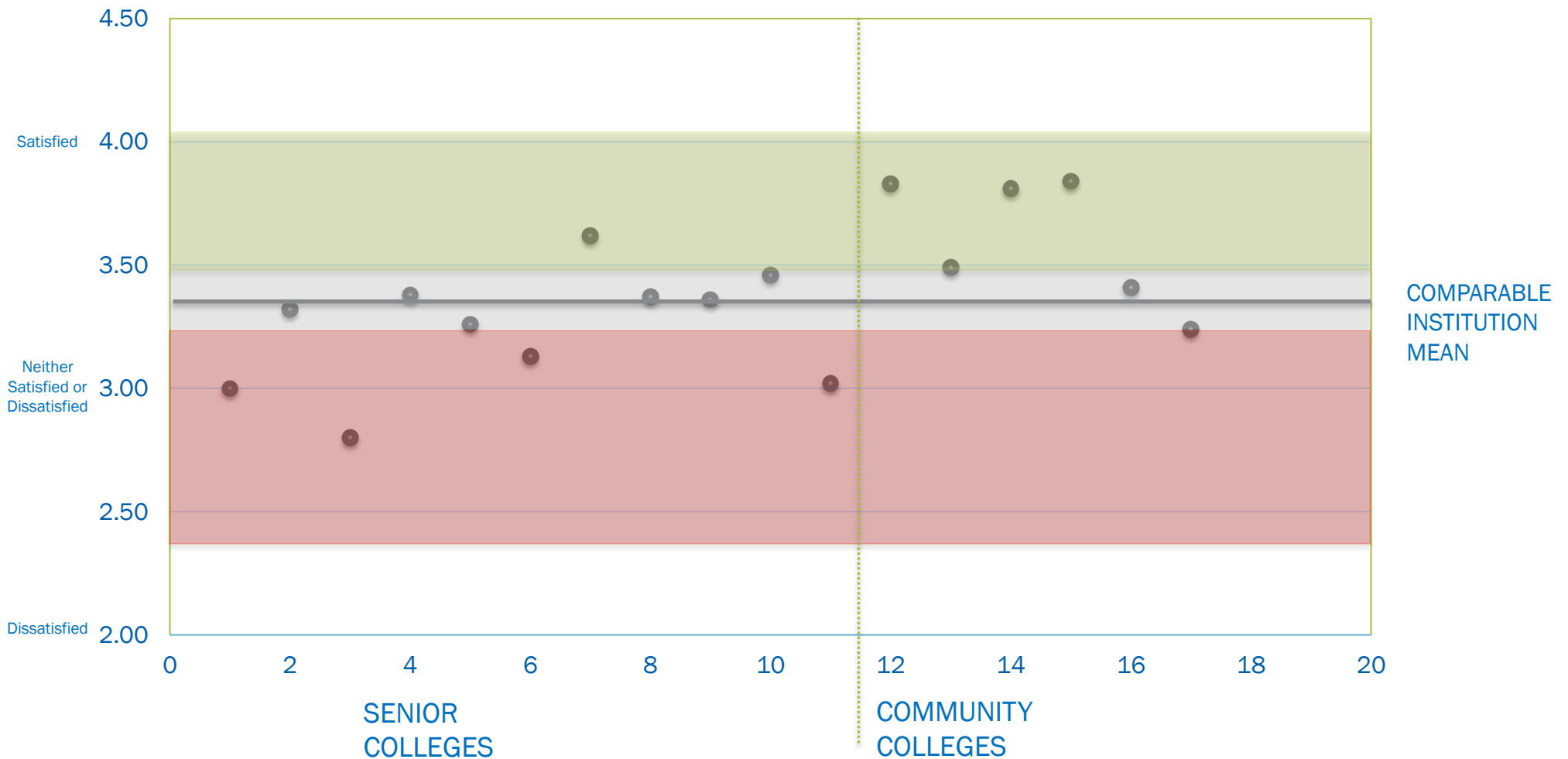
Benchmark Score: Teaching



Tenure Clarity:

Across CUNY colleges, mean responses exhibited a fair amount of variability.


Benchmark Score: Tenure Clarity



Group Differences: CUNY Faculty vs. Faculty at Comparable Institutions

Benchmark	Pre-Tenure	Associate	Women	Faculty of Color
Appreciation And Recognition				
Collaboration				
Division Leadership				
Facilities And Work Resources				
Faculty Leadership				
Governance Adaptability				
Governance Productivity				
Governance Trust				
Health And Retirement Benefits				
Mentoring				
Nature of Work - Research				
Nature of Work - Service				
Nature of Work - Teaching				
Personal And Family Benefits				
Promotion				
Senior Leadership				
Tenure Clarity				
Tenure Policies				

 Higher than its comparison group

 Lower than its comparison group

Group Differences: Specified CUNY Group vs. CUNY Mean

Benchmark	Pre-Tenure	Associate	Women	Faculty of Color
Appreciation And Recognition	Higher than its comparison group	Lower than its comparison group	Higher than its comparison group	Higher than its comparison group
Departmental Collegiality	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Lower than its comparison group
Departmental Leadership	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Lower than its comparison group
Departmental Quality	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Lower than its comparison group
Division Leadership	Higher than its comparison group	Lower than its comparison group	Higher than its comparison group	Higher than its comparison group
Faculty Leadership	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group
Governance Adaptability	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group
Governance Productivity	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group
Governance Purpose	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group
Governance Understanding	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group
Health And Retirement Benefits	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group
Interdisciplinary Work	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group
Mentoring	Higher than its comparison group	Lower than its comparison group	Higher than its comparison group	Higher than its comparison group
Nature of Work - Research	Higher than its comparison group	Lower than its comparison group	Higher than its comparison group	Higher than its comparison group
Nature of Work - Service	Higher than its comparison group	Lower than its comparison group	Higher than its comparison group	Higher than its comparison group
Personal And Family Benefits	Higher than its comparison group	Lower than its comparison group	Higher than its comparison group	Higher than its comparison group
Promotion	Higher than its comparison group	Lower than its comparison group	Lower than its comparison group	Lower than its comparison group
Senior Leadership	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group	Higher than its comparison group

Higher than its comparison group

Lower than its comparison group

What is CUNY's Central Administration Doing?

- Prioritizing a new contract
- Encouraging colleges to share and discuss the COACHE data and mechanisms for improving areas of concern
- Establishing a page on the OAA website to share COACHE data and best practices
- Establishing a Faculty Affairs Advisory Council to advise OAA on
 - providing recognition and support for faculty centrally
 - supporting faculty recognition and support initiatives at the colleges
- Increasing CUNY-wide opportunities to recognize and support faculty

What Can College Administrators and Faculty Do?

Administrators

- Collaborate with faculty to identify and implement strategies to improve areas of concern – keep the conversation going
- Provide training for department chairs that emphasizes their roles in faculty development and advancement
- Find new ways to recognize and celebrate faculty achievements

Faculty

- Faculty governance has a unique role to play – collaborating with faculty and administrators
- Get involved in discussions surrounding the COACHE results and strategies for improvement – stay involved
- Work with your colleagues to identify and address issues within your department
- Nominate your colleagues for awards and honors
- Support your colleagues

QUESTIONS?

APPENDIX

Key to Indexes in Slides 7-12

Benchmark	Code
Nature of Work	1 - Very Dissatisfied
Collaboration	2 - Dissatisfied
Leadership	3 - Neither Satisfied nor Dissatisfied
Departmental Quality	4 - Satisfied
Departmental Collegiality	5 - Very Satisfied
Personal & Family Benefits	
Health & Retirement Benefits	
Appreciation & Recognition	
Facilities & Work Resources	

Key to Slides 7-12, Continued

Benchmark	Code
Interdisciplinary Work	1 – Strongly Disagree
Mentoring	2 – Disagree
Governance	3 – Neither Agree or Disagree
	4 – Agree
	5 – Strongly Agree
Tenure Policies	1 – Very Unclear
Tenure Clarity	2 – Somewhat Unclear
Promotion	3 – Neither Clear nor Unclear
	4 – Somewhat Clear
	5 – Very Clear
Departmental Engagement	1 – Never
	2 – Seldom
	3 – Occasionally
	4 – Regularly
	5 – Frequently