Office of
Institutional Research and
Assessment

The COACHE Faculty Satisfaction Survey: CUNY System Data

FEBRUARY 28, 2020

Office of
Institutional Research and
Assessment

Outline

2019 COACHE OVERVIEW

- Response Rates
- CUNY Benchmarks vs. Comparison Institutions
- CUNY Benchmark Rankings
- CUNY Gender and Race/Ethnicity comparisons
- Custom questions

2015 vs. 2019 COMPARISONS

- Benchmarks by Sector
- Best and Worst Aspects of Working at CUNY
- Group Differences

2019 COACHE OVERVIEW

Office of
Institutional Research and
Assessment

CUNY's response rate among senior colleges was 55%

	Tenure Status		Senior Rank		Sex		Race	
	Tenured	Pre-tenure	Full	Associate	Male	Female	White	FOC
Baruch College	53%	49%	53%	59%	54%	53%	55%	51%
Brooklyn College	43%	44%	45%	48%	36%	52%	44%	44%
City College	44%	55%	43%	50%	41%	57%	47%	47%
College of Staten Island	44%	52%	41%	50%	37%	54%	45%	46%
Hunter College	60%	60%	60%	66%	57%	66%	61%	64%
John Jay College of Criminal Justice	57%	60%	60%	65%	55%	61%	59%	57%
Lehman College	54%	55%	56%	58%	46%	62%	56%	53%
Medgar Evers College	41%	47%	40%	59%	38%	48%	55%	40%
New York City College of Technology	72%	76%	77%	79%	69%	78%	74%	71%
Queens College	52%	50%	54%	57%	50%	57%	53%	53%
York College	69%	86%	78%	73%	67%	81%	75%	71%
Senior Colleges, Total	53%	57%	53%	60%	49%	60%	55%	54%
CUNY, Overall	**53%**	**58%**	**54%**	**60%**	**49%**	**61%**	**55%**	**55%**

Office of
Institutional Research and
Assessment

CUNY's response rate among community colleges was 56%

	Tenure Status		Senior Rank		Sex		Race	
	Tenured	Pre-tenure	Full	Associate	Male	Female	White	FOC
Borough of Manhattan Community	50%	54%	54%	54%	40%	61%	59%	44%
Bronx Community College	52%	70%	58%	58%	54%	64%	55%	61%
Guttman Community College	62%	84%	50%	100%	68%	87%	81%	79%
Hostos Community College	63%	64%	66%	62%	56%	70%	62%	65%
Kingsborough Community College	47%	45%	49%	55%	44%	48%	46%	48%
LaGuardia Community College	61%	76%	63%	71%	58%	73%	66%	68%
Queensborough Community College	50%	44%	56%	53%	44%	54%	47%	53%
Community Colleges, Total	53%	60%	57%	59%	48%	62%	56%	56%
CUNY, Overall	**53%**	**58%**	**54%**	**60%**	**49%**	**61%**	**55%**	**55%**

Legend:
Percentages based on less than 10 valid responses

Office of
Institutional Research and
Assessment

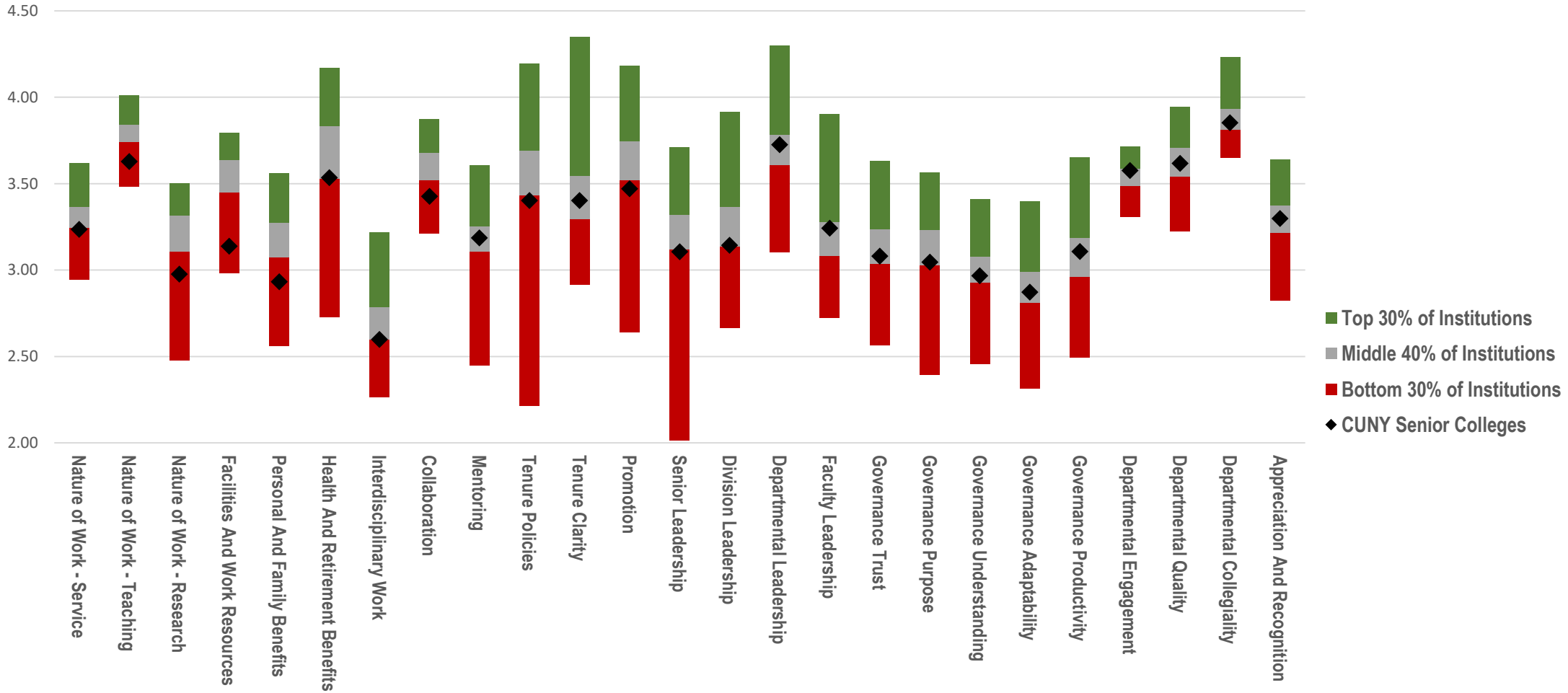
CUNY's response rate among specialized programs was 54%

	Tenure Status		Senior Rank		Sex		Race	
	Tenured	Pre-tenure	Full	Associate	Male	Female	White	FOC
Graduate Center	55%	56%	69%	73%	53%	60%	54%	64%
School of Journalism	50%	75%	33%	71%	71%	50%	57%	75%
School of Law	47%	33%	52%	38%	50%	44%	39%	56%
School of Public Health & Health Policy	52%	57%	47%	62%	50%	61%	57%	55%
Specialized Programs, Total	53%	55%	62%	63%	53%	56%	53%	60%
CUNY, Overall	**53%**	**58%**	**54%**	**60%**	**49%**	**61%**	**55%**	**55%**

Legend:
Percentages based on less than 10 valid responses

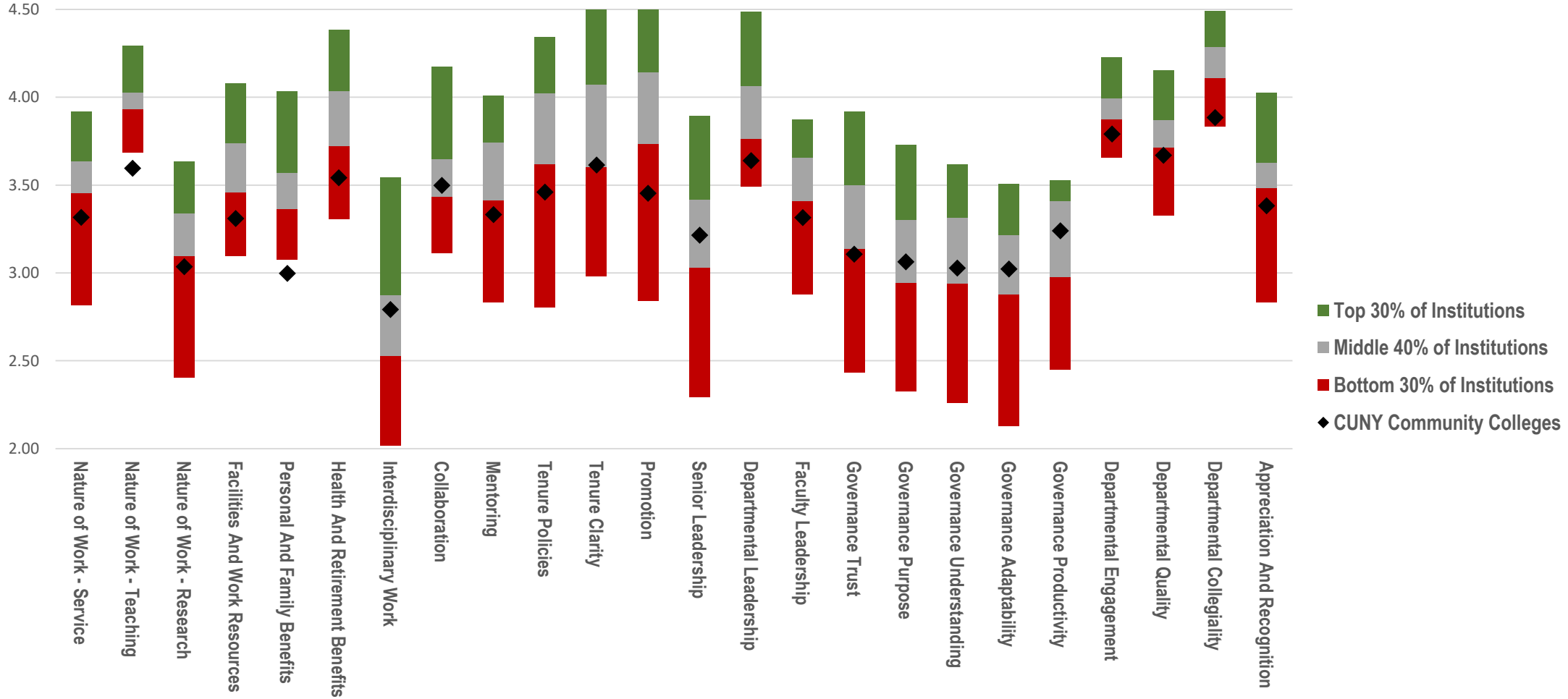
Office of
Institutional Research and
Assessment

2019 Overall Benchmark Performance: Senior Colleges vs. All COACHE Institutions



Office of
Institutional Research and
Assessment

2019 Overall Benchmark Performance: Community Colleges vs. All COACHE Institutions



Office of Institutional Research and Assessment

CUNY colleges can learn from each other, Senior Colleges

	CUNY Overall	Senior Colleges	Baruch	Brooklyn	City	CSI	Hunter	John Jay	Lehman	Medgar Evers	NYCCT
Nature of Work - Service	3.24	3.18									
Nature of Work - Teaching	3.63	3.61		+				+			
Nature of Work - Research	2.98	2.92	--			--		+			
Facilities And Work Resources	3.14	3.04				--		+			
Personal And Family Benefits	2.93	2.89									
Health And Retirement Benefits	3.53	3.53		+							
Interdisciplinary Work	2.60	2.50									
Collaboration	3.43	3.38								+	
Mentoring	3.19	3.12					+				
Tenure Policies	3.40	3.38									+
Tenure Clarity	3.40	3.26									
Promotion	3.47	3.46			+						
Senior Leadership	3.11	3.05		+	+	--			+		
Division Leadership	3.14	3.13			--			+	+	+	
Departmental Leadership	3.73	3.76									
Faculty Leadership	3.24	3.20		+			+				
Governance Trust	3.08	3.06			+		+		+		
Governance Purpose	3.05	3.02		+					+		
Governance Understanding	2.97	2.93		+					+		
Governance Adaptability	2.87	2.80								+	
Governance Productivity	3.11	3.03		+	+		+		+	+	
Departmental Engagement	3.58	3.49									
Departmental Quality	3.62	3.58									
Departmental Collegiality	3.85	3.83				--				+	
Appreciation And Recognition	3.30	3.25								+	

Legend:

Green	Top 30% of CUNY Senior Colleges
No fill	Middle 40% of CUNY Senior Colleges
Pink	Bottom 30% of CUNY Senior Colleges

"+" Within-college positive change vs. 2015 ($p < .05$)

"—" Within-college negative change vs. 2015 ($p < .05$)

Office of Institutional Research and Assessment

CUNY colleges can learn from each other, Community Colleges

	CUNY Overall	Community Colleges	BMCC	Bronx	Guttman	Hostos	KCC	LAGCC	QCC
Nature of Work - Service	3.24	3.32					--		+
Nature of Work - Teaching	3.63	3.60	+					+	+
Nature of Work - Research	2.98	3.04		+					
Facilities And Work Resources	3.14	3.31		+					+
Personal And Family Benefits	2.93	3.00		+				+	
Health And Retirement Benefits	3.53	3.54		+			--	+	+
Interdisciplinary Work	2.60	2.79					--		
Collaboration	3.43	3.50					--		
Mentoring	3.19	3.33							
Tenure Policies	3.40	3.46							+
Tenure Clarity	3.40	3.61							+
Promotion	3.47	3.45							
Senior Leadership	3.11	3.21							
Division Leadership	3.14	N/A							
Departmental Leadership	3.73	3.64	+						
Faculty Leadership	3.24	3.31					--		
Governance Trust	3.08	3.11					--		
Governance Purpose	3.05	3.06		+			--		
Governance Understanding	2.97	3.03					--		
Governance Adaptability	2.87	3.02	+	+			--		+
Governance Productivity	3.11	3.24		+			--		
Departmental Engagement	3.58	3.79							
Departmental Quality	3.62	3.67						+	
Departmental Collegiality	3.85	3.88							
Appreciation And Recognition	3.30	3.38							

Legend:

Green	Top 30% of CUNY Community Colleges
No fill	Middle 40% of CUNY Community Colleges
Pink	Bottom 30% of CUNY Community Colleges

"+" Within-college positive change vs. 2015 ($p < .05$)

"—" Within-college negative change vs. 2015 ($p < .05$)

Office of Institutional Research and Assessment

Benchmark Internal Comparisons, Senior Colleges: Sex

	CUNY System	Senior Colleges	Baruch	Brooklyn	City	Staten Island	Hunter	John Jay	Lehman	Medgar Evers	City Tech	Queens	York
Nature of Work - Service	Women	Women	Women	Women	Women	Women	Women	Women	Women	Women	Women	Women	Women
Nature of Work - Teaching			Women			Men	Women			Women			Women
Nature of Work - Research	Women	Women	Women	Women	Women	Women	Women		Women	Women	Women	Women	Women
Facilities And Work Resources	Women	Women	Women		Women		Women	Women	Women	Women		Women	Women
Personal And Family Benefits	Women	Women			Women	Women	Women	Women		Women	Women	Women	Women
Health And Retirement Benefits				Women		Men	Women		Men	Women			Women
Interdisciplinary Work	Women	Women	Women		Women	Women	Women	Women	Women	Women			Women
Collaboration	Women	Women	Women		Women	Women	Women	Women		Women	Women	Women	Women
Mentoring			Women		Women			Women	Women				Women
Tenure Policies	Women	Women	Men	Women	Women	Men	Men	Women	Women	N/A	Women	Women	Men
Tenure Clarity			Men	Women	Men	Men		Women	Women	N/A			Men
Promotion	Women	Women	Women	Women	Women	Women	Women	Women	Women	Women		Women	
Senior Leadership			Women	Men				Women	Women	Women		Women	Women
Division Leadership	Women	Women	Women	Men	Women	Women	Women			Women		Women	Women
Departmental Leadership	Women	Women	Women	Women	Women	Women	Women		Women	Women	Women	Women	
Faculty Leadership						Men		Women		Women	Women		
Governance Trust	Women	Women	Women					Women	Women	Women	Women	Women	Women
Governance Purpose			Women					Women	Men	Women			Women
Governance Understanding			Women	Men				Women		Women	Women	Women	Women
Governance Adaptability			Women			Men		Women	Women	Women	Women	Women	
Governance Productivity			Women			Men			Men	Women	Women	Men	Women
Departmental Engagement					Women						Women		
Departmental Quality				Women		Women	Women			Women		Women	Men
Departmental Collegiality	Women	Women	Women	Women	Women	Women	Women	Women	Women	Women	Women	Women	
Appreciation And Recognition	Women	Women	Women	Women	Women	Women	Women	Women	Women	Women		Women	Women

Legend:

Group named refers to the least satisfied group

Color indicates between-group difference (eff size)

Blank cell	No difference
Text/No fill	Small difference (eff size .1 -.3)
Text/Yellow	Moderate difference (eff size .3 - .5)
Text/Orange	Large difference (eff size >.5)
Grey	Insufficient data or NA

Office of
Institutional Research and
Assessment

Benchmark Internal Comparisons, Community Colleges: Sex

	CUNY System	Community Colleges	BMCC	Bronx	Guttman	Hostos	Kingsborough	LaGuardia	Queensborough
Nature of Work - Service	Women	Women	Women		Women	Women	Women	Women	
Nature of Work - Teaching		Women	Women		Men	Women	Women	Women	Women
Nature of Work - Research	Women	Women	Women	Women		Women		Women	Women
Facilities And Work Resources	Women	Women	Women	Women	Women	Women	Women	Women	Women
Personal And Family Benefits	Women	Women	Women		Women	Women	Women	Women	
Health And Retirement Benefits					Women	Men			Women
Interdisciplinary Work	Women	Women	Women	Women	Women	Women	Women		Women
Collaboration	Women	Women	Women			Women	Women		
Mentoring		Women	Women		Women	Women	Women	Women	
Tenure Policies	Women	Women		Women	Men	Women	Women	Women	Women
Tenure Clarity			Men	Men	Men	Women		Women	Women
Promotion	Women	Women	Women		N/A	Women	Women	Women	Men
Senior Leadership					Women	Women		Women	Women
Division Leadership	Women	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Departmental Leadership	Women	Women			Women	Women	Women	Women	
Faculty Leadership				Women	Men	Women			
Governance Trust	Women	Women		Women	Women	Women	Women	Women	Women
Governance Purpose		Women	Men	Women	Women	Women		Women	Women
Governance Understanding							Women	Women	
Governance Adaptability						Women		Women	
Governance Productivity				Men	Men	Women		Women	Men
Departmental Engagement				Men	Men	Women		Women	
Departmental Quality					Men	Women	Women		Men
Departmental Collegiality	Women	Women	Women		Men	Women	Women	Women	
Appreciation And Recognition	Women	Women	Women		Men	Women	Women	Women	

Legend:

Group named refers to the least satisfied group

Color indicates between-group difference (eff size)

Blank cell	No difference
Text/No fill	Small difference (eff size .1 -.3)
Text/Yellow	Moderate difference (eff size .3 - .5)
Text/Orange	Large difference (eff size >.5)
Grey	Insufficient data or NA

Office of Institutional Research and Assessment

Benchmark Internal Comparisons, Senior Colleges: Race/Ethnicity

	CUNY System	Senior Colleges	Baruch	Brooklyn	City	Staten Island	Hunter	John Jay	Lehman	Medgar Evers	City Tech	Queens	York
Nature of Work - Service				FOC		FOC	FOC	FOC	FOC	FOC	White		
Nature of Work - Teaching		FOC		FOC		FOC	FOC		FOC	FOC		FOC	
Nature of Work - Research				FOC	White	FOC	FOC	FOC	FOC	FOC			White
Facilities And Work Resources			FOC	FOC		FOC	FOC	FOC	FOC	FOC	White		White
Personal And Family Benefits			White			FOC	FOC		FOC	FOC	White	White	White
Health And Retirement Benefits					FOC	FOC	FOC	FOC	FOC	FOC		White	FOC
Interdisciplinary Work			FOC	White			FOC		FOC	FOC	White	White	White
Collaboration	FOC	FOC	FOC	FOC	FOC	FOC	FOC	FOC	FOC	FOC	White	FOC	
Mentoring	White							White		FOC	White		White
Tenure Policies		FOC	White		FOC	FOC	FOC	White		N/A		White	White
Tenure Clarity			FOC	White	FOC	FOC	FOC	White		N/A	White		White
Promotion		FOC	FOC	FOC		FOC		FOC	FOC		White	FOC	
Senior Leadership	White		White			FOC	FOC		FOC	FOC	White	White	White
Division Leadership			White	White			FOC		FOC	FOC	White	White	White
Departmental Leadership		FOC			FOC	FOC	FOC		FOC	FOC			
Faculty Leadership			White	FOC	White	FOC	FOC	White	White	FOC	White		White
Governance Trust			White	FOC	FOC	FOC			FOC	FOC			White
Governance Purpose			White		FOC	FOC		FOC	FOC	FOC	White	White	White
Governance Understanding			White			FOC	FOC		FOC	FOC	White	White	White
Governance Adaptability	White		White	FOC		FOC			FOC	FOC		White	White
Governance Productivity	White		White	FOC	White	FOC				FOC	White	White	White
Departmental Engagement		FOC			FOC	FOC	FOC		FOC	FOC		FOC	
Departmental Quality	FOC	FOC				FOC	FOC		FOC	FOC		FOC	
Departmental Collegiality	FOC	FOC	FOC	FOC	FOC	FOC	FOC		FOC	FOC		FOC	FOC
Appreciation And Recognition		FOC		FOC		FOC	FOC		FOC	FOC		White	

Legend:

Group named refers to the least satisfied group

Color indicates between-group difference (eff size)

Blank cell	No difference
Text/No fill	Small difference (eff size .1 -.3)
Text/Yellow	Moderate difference (eff size .3 - .5)
Text/Orange	Large difference (eff size >.5)
Grey	Insufficient data or NA

Office of Institutional Research and Assessment

Benchmark Internal Comparisons, Community Colleges: Race/Ethnicity

	CUNY System	Community Colleges	BMCC	Bronx	Guttman	Hostos	Kingsborough	LaGuardia	Queensborough
Nature of Work - Service		White	White		White	White	White	White	
Nature of Work - Teaching		White			White	White	White	White	
Nature of Work - Research			White	FOC				White	White
Facilities And Work Resources		White	White		White	White	White		White
Personal And Family Benefits		White	White	White	FOC			White	White
Health And Retirement Benefits			White	FOC			FOC		
Interdisciplinary Work		White	White	FOC	FOC	White	White	White	White
Collaboration	FOC			FOC		FOC		White	White
Mentoring	White	White	White	FOC	White	White	White	White	
Tenure Policies				FOC	White	White		FOC	FOC
Tenure Clarity			FOC	FOC		White			FOC
Promotion		White		FOC	N/A	White	White	White	White
Senior Leadership	White	White	White	White	FOC		White		White
Division Leadership		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Departmental Leadership				FOC	White	White			White
Faculty Leadership		White	White		White		FOC	White	White
Governance Trust		White	White		White		White	White	White
Governance Purpose		White	White	White	White	FOC		White	White
Governance Understanding		White	White		White		White	White	White
Governance Adaptability	White	White	White		FOC		White	White	White
Governance Productivity	White	White	White		White	White		White	White
Departmental Engagement			FOC	FOC	FOC				
Departmental Quality	FOC			FOC	White	White		FOC	White
Departmental Collegiality	FOC			FOC	White	White	FOC		
Appreciation And Recognition		White			White	White	White		White

Legend:

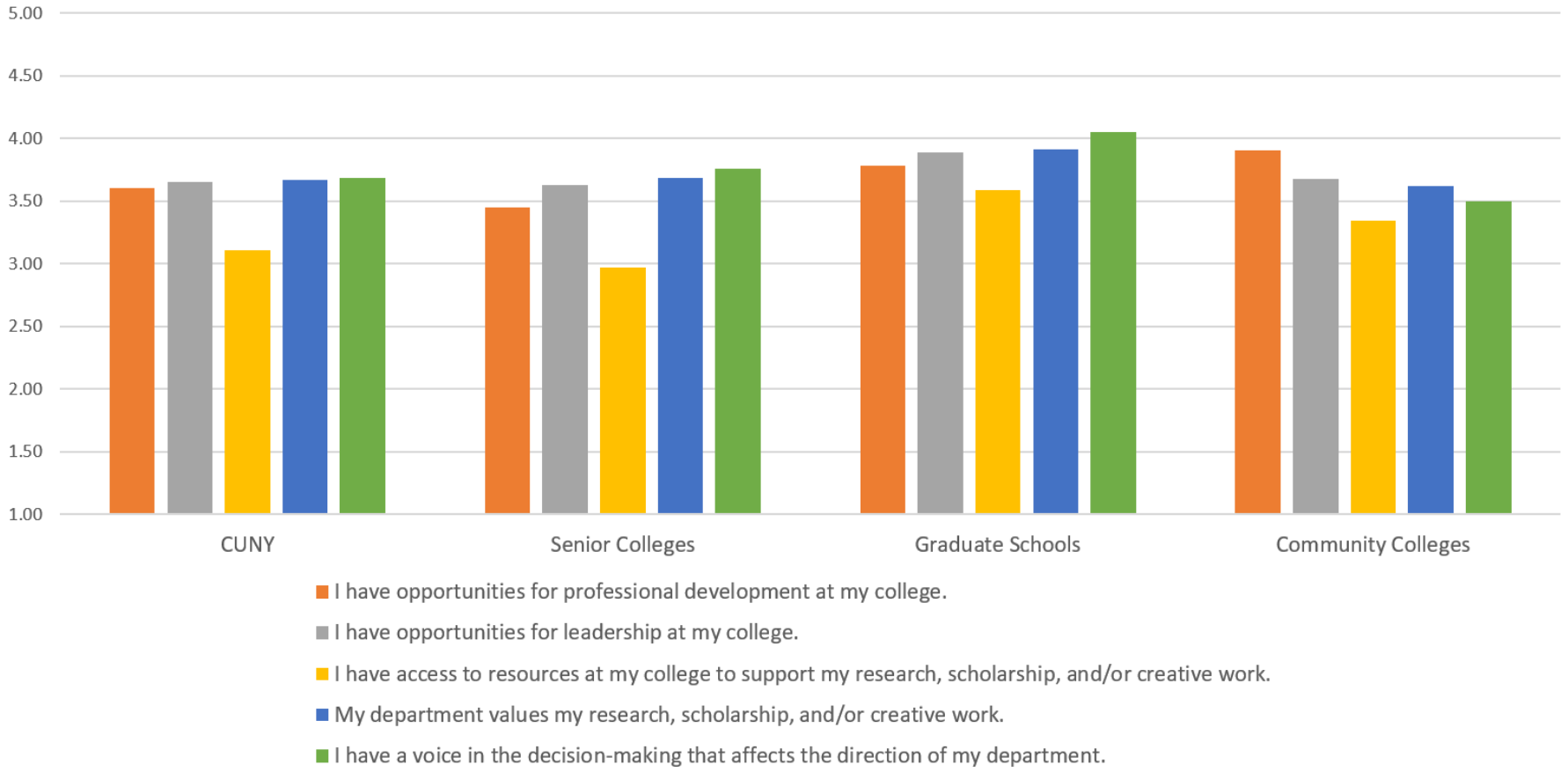
Group named refers to the least satisfied group

Color indicates between-group difference (eff size)

Blank cell	No difference
Text/No fill	Small difference (eff size .1 -.3)
Text/Yellow	Moderate difference (eff size .3 - .5)
Text/Orange	Large difference (eff size >.5)
Grey	Insufficient data or NA

Office of
Institutional Research and
Assessment

2019 Custom Questions by CUNY Sector



Office of Institutional Research and Assessment

2019 Custom Questions: CUNY Faculty of Color and Women vs. CUNY Overall

Custom Question	Faculty of Color	Women
A - I have opportunities for professional development at my college.		
B - I have opportunities for leadership at my college.		
C - I have access to resources at my college to support my research, scholarship, and/or creative work.		
D - My department values my research, scholarship, and/or creative work.		
E - I have a voice in the decision-making that affects the direction of my department.		

Similar to CUNY Overall

Lower than CUNY Overall

Office of
Institutional Research and
Assessment

2019 Custom Questions: Senior College Faculty of Color and Women vs. CUNY Senior Colleges

Custom Question	Faculty of Color	Women
A - I have opportunities for professional development at my college.		
B - I have opportunities for leadership at my college.		
C - I have access to resources at my college to support my research, scholarship, and/or creative work.		
D - My department values my research, scholarship, and/or creative work.		
E - I have a voice in the decision-making that affects the direction of my department.		

Similar to CUNY Senior Colleges

Lower than CUNY Senior Colleges

Office of
Institutional Research and
Assessment

2019 Custom Questions: Community College Faculty of Color and Women vs. CUNY Community Colleges

Custom Question	Faculty of Color	Women
A - I have opportunities for professional development at my college.		
B - I have opportunities for leadership at my college.		
C - I have access to resources at my college to support my research, scholarship, and/or creative work.		
D - My department values my research, scholarship, and/or creative work.		
E - I have a voice in the decision-making that affects the direction of my department.		

Higher than CUNY Community Colleges

Similar to CUNY Community Colleges

Lower than CUNY Community Colleges

Office of
Institutional Research and
Assessment

2019 Custom Questions: Faculty of Color and Women, Specialized Programs

Custom Question	Faculty of Color	Women
A - I have opportunities for professional development at my college.		
B - I have opportunities for leadership at my college.		
C - I have access to resources at my college to support my research, scholarship, and/or creative work.		
D - My department values my research, scholarship, and/or creative work.		
E - I have a voice in the decision-making that affects the direction of my department.		

Similar to CUNY Specialized Programs

Lower than CUNY Specialized Programs

2015 vs. 2019 COMPARISONS

Office of
Institutional Research and
Assessment

In general CUNY faculty are more satisfied in 2019 than they were in 2015

Benchmark	CUNY Overall	Senior Colleges	Community Colleges	Specialized Programs
Nature of Work – Service				■
Nature of Work – Teaching	■	■	■	
Personal And Family Benefits	■		■	■
Health And Retirement Benefits	■	■	■	■
Collaboration				■
Mentoring	■			
Tenure Policies	■	■	■	
Promotion				■
Senior Leadership	■	■		
Division Leadership				■
Departmental Leadership				■
Faculty Leadership	■	■		■
Departmental Quality			■	■
Departmental Collegiality				■
Governance Trust				■
Governance Purpose	■	■		■
Governance Understanding	■	■	■	■
Governance Adaptability	■		■	■
Governance Productivity	■	■		■

■ Higher than its comparison group (2015 Cohort)

■ Similar to its comparison group (2015 Cohort)

Office of Institutional Research and Assessment

Best and Worst Aspects of Working at CUNY: 2015 vs. 2019

2015

	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

2019

Senior Colleges	Community Colleges	Graduate and Professional
Geographic Location	Quality of Colleagues	Quality of Graduate Students
Quality of Colleagues	Quality of Undergraduate Students	Quality of Colleagues
Quality of Undergraduate Students	Geographic Location	Geographic Location
Quality of Facilities	Teaching Load	Cost of Living
Lack of Support for Research/Teaching Load	Quality of Facilities	Compensation
Compensation	Too Much Service/Too Many Assignments	Too Much Service/Too Many Assignments

Office of
Institutional Research and
Assessment

2015 Group Differences: Specified CUNY Group vs. CUNY Mean

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

Higher than CUNY Mean

Lower than CUNY Mean

Similar to CUNY Mean

Office of
Institutional Research and
Assessment

2019 Group Differences: Specified CUNY Group vs. CUNY Mean

Benchmark	Pre-Tenure	Associate	Women	Faculty of Color
Nature of Work – Service		Lower	Lower	
Nature of Work – Teaching		Lower		
Nature of Work – Research		Lower	Lower	
Facilities And Work Resources		Lower		
Personal And Family Benefits		Lower		
Health And Retirement Benefits	Higher			
Collaboration		Lower		
Mentoring	Higher	Lower		
Promotion		Lower	Lower	
Senior Leadership	Higher	Lower		
Division Leadership	Higher			
Departmental Leadership	Higher	Lower	Lower	
Faculty Leadership	Higher	Lower		
Departmental Collegiality		Lower		
Appreciation And Recognition	Higher	Lower		
Governance Trust		Lower		
Governance Purpose	Higher	Lower		
Governance Understanding	Higher	Lower		
Governance Adaptability	Higher	Lower		
Governance Productivity	Higher			

Higher than CUNY Mean

Lower than CUNY Mean

Similar to CUNY Mean

Office of
Institutional Research and
Assessment

Exploring COACHE Data vs. CUNY Administrative Data

CORRELATION TESTS PERFORMED

COACHE Benchmarks		PMP metrics
Time spent on research	Support for research	2016-18 ave. # pieces of scholarship/ creative activity (wgtd. 3-yr roll. ave.)
Expectations for finding external funding	Support for obtaining/ maintaining grants	2016-18 research awards – dollar amount (wgtd. 3-yr roll. ave.)
Support for travel to present/conduct research	Availability of course release for research	

- No meaningful statistically significant results found

RECOMMENDATIONS: PURSUE ADDITIONAL ANALYSIS AT CAMPUS LEVEL

- Leverage local data and institutional knowledge of policy, practices, concerns
- Establish theoretical or policy framework to guide inquiry
- Utilize OIRA's technical and methodological expertise