CITY TECH FACULTY SATISFACTION AND INITIATIVES

THE COLLABORATIVE ON ACADEMIC CAREERS IN HIGHER EDUCATION

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NEW YORK CITY COLLEGE OF TECHNOLOGY
CITY TECH

COACHE
The Collaborative on Academic Careers in Higher Education
at the Harvard Graduate School of Education

City Tech Faculty Job Satisfaction

At City Tech, we consider the faculty to be the foundation for the College's success. Faculty members not only teach and mentor students, they sustain and renew curriculum and generate the intellectual and creative energy that fuels our unique programs. The president and the provost are committed to work to make City Tech a place that nurtures the best work of the faculty. Although we don't have endless resources, we can use the resources we have in ways best attuned to the needs of the faculty. At the same time, we are well aware that although faculty members have much in common, professors are not all the same. Priorities differ by rank, discipline, demographics, and other factors. In order to gain a detailed and nuanced understanding of faculty needs and priorities, City Tech uses several strategies including local surveys and conversations. One very important tool in gauging faculty satisfaction has been the COACHE Survey.

The COACHE Report on Faculty Job Satisfaction

This year, City Tech has once again partnered with the Collaborative on Academic Careers in Higher Education (COACHE) to survey tenured and tenure-track faculty about satisfaction across areas of faculty life: teaching, scholarship, service, academic leadership, governance, and work-life balance. The COACHE survey is an important and reliable data source for supporting faculty success at institutions across the nation. COACHE has been based at the Harvard Graduate School of Education since 2003 and provides institutions an independent, research-driven, comparative study that helps City Tech to continue to attract, retain, and nurture a strong and committed faculty.

The survey is a part of City Tech's ongoing effort to engage faculty and staff in conversation, deliberation, and planning. COACHE explains, "Academic leaders use COACHE results to focus attention, spot successes and weaknesses, and then take concrete steps to make policies and practices more effective and more prevalent." To that end, Provost Bonne August has convened a COACHE Task Force to design a process to evaluate the results and draft strategies to build on identified strengths and address concerns.

As we embark on the 2019 COACHE administration, we would like to highlight some of the steps the College has taken to enhance the faculty experience. We conducted the COACHE survey in 2008, 2009, 2011, and 2015. After each administration, City Tech has shared these results in an open manner, to provide opportunities for faculty engagement to better understand questions raised by the results, and to report back some of the survey's impact.

As a result of earlier administrations of the COACHE, City Tech:
- initiated the Faculty Commons,
- updated the Professional Development Plan (PDP),
- developed the PARSE and the Guidelines to the Faculty Personnel Process,
- offered January Professional Development workshop for Department Appointments Committees,
- organized Conversations with the provost about Promotion for prospective candidates and other interested faculty members.

Following the 2011 and 2015 administrations, we introduced:
- An Expanded New Faculty orientation (Pre-service and fall semester)
- Charge meetings for ad hoc P&B reappointments committees
- Workshops for members of departmental peers committees
- Charge meetings for members of ad hoc promotion committees
- Mid-Career Faculty Publication Program, organized by Associate Provost Pamela Brown and the PDAC (Professional Development Advisory Council)

Faculty Resources as a Result of Previous COACHE Results

The college is especially fortunate to have several librarians who are experts in the area of faculty publication. They are well informed about current issues and tools, and they are committed to providing a high level of service to their colleagues and the college. In an effort to assist faculty with their publication efforts, they present regularly to the provost's Department Chairs' Colloquium, hold workshops, and meet with academic departments that invite them.

- In January 2018, the College hosted the annual professional development workshops for departmental appointments committees, focusing on supporting and evaluating faculty scholarship.
- City Tech offers a Mid-Career Faculty Publication Program, offering one-on-one consultations tailored to the faculty member's discipline. The research guides for the sessions within the Mid-Career Faculty Publishing series are available at: http://libguides.citytech.cuny.edu/mcfp
- City Tech librarians have developed a series of research guides on such subjects as scholarly communication, determining publication quality, etc. These are available on the Ursula Schwerin Library website:
  - o Publication Quality, Evaluating Publishers, and Bibliometrics: http://libguides.citytech.cuny.edu/pubqual
  - o The Library's nine research guides on Scholarly Communications and Publishing topics are here: http://libguides.citytech.cuny.edu/scap

City Tech Forums

Since the revision of the personnel action materials described below, the provost, the Faculty Commons, and the Office of Faculty and Staff relations have collaborated to organize annual workshops/ charge meetings for the following constituencies:

- Department Chairs
- Department Appointments Committees
- P&B ad hoc reappointment review committees
- P&B ad hoc promotion committees
- Members of departmental peers committees for promotions.
- Faculty members considering applying for promotion

University guidelines, college procedures, and good practices are discussed. The goal has been to ensure that both the candidates for personnel actions and those charged with reviewing their performance have a shared understanding of the expectations, and that reviews are thorough and fair.

2019 COACHE Survey Administration

City Tech is fully committed to using the data from this survey administration to improve the workplace for faculty. The COACHE Task Force consists of the following members:

Faculty

Sidi Berri, Professor and Chair, Mechanical Engineering Technology

Candido Cabo, Professor and former Chair, Computer Systems Technology

Peter Catapano, Associate Professor, Social Science, and College Council Personnel Committee

Ann Delilkan, Associate Professor and Chair, Humanities

Joycelyn Dillon, Professor and Chair, Dental Hygiene

Julia Jordan, Professor, Hospitality Management, and Director, Faculty Commons

Anne Leonard, Associate Professor, Library

Eli Neugeboren, Associate Professor, Communication Design

Laura Westengard, Associate Professor, English

Administration

Bonne August, Provost and Vice President for Academic Affairs

Tammie Cumming, Director, AIRE

Sandra Gordon, Director, OFSR

Justin Vazquez-Poritz, Dean, School of Arts & Sciences

The survey is only the first step in a three-year process designed to transform data into policies and practices. When the results are in hand, we will share the findings broadly and work with faculty to build a concrete action plan and implement that plan accordingly.