

COACHE PARTNERSHIP



ILLINOIS STATE
UNIVERSITY

Illinois' first public university

Presenters



Dr. Yojanna Cuenca-Carlino
Former AVP for Faculty
Development and Diversity
(2019-2022)
Chairperson Department of
Special Education



Dr. Craig McLaughlan
AVP for Research and
Graduate Studies



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Interim AVP for Faculty
Development and
Diversity

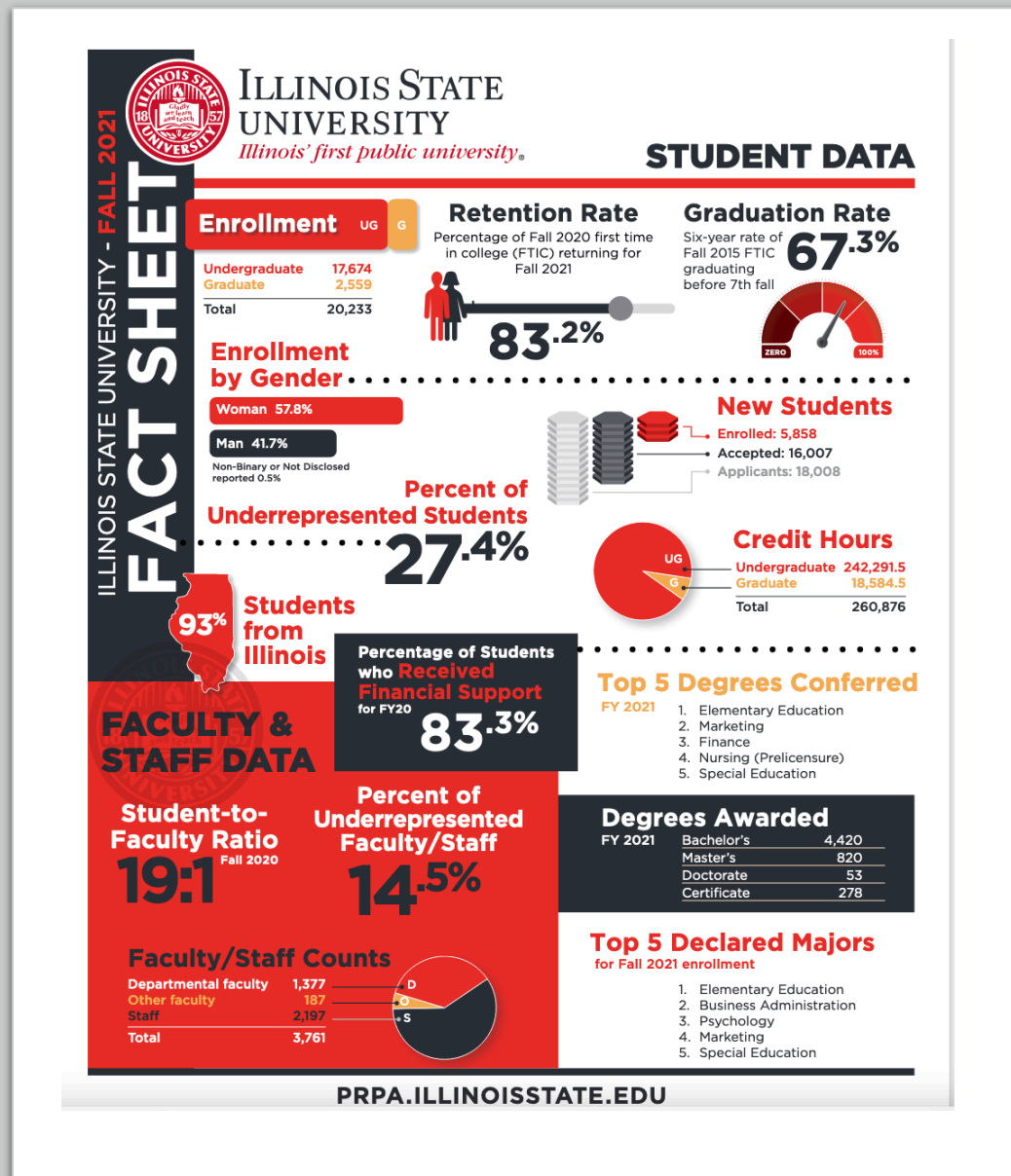


Dr. Craig Gatto
Interim AVP for Academic
Administration

CREATE
YOUR
LEGACY

About ISU

- Public University
 - Founded in 1857
 - Bloomington/Normal, Illinois
- Academic Affairs(Provost Aondover Tarhule)
 - College of Applied Science and Technology
 - College of Arts and Sciences
 - College of Business
 - College of Education
 - Wonsook Kim College of Fine Arts
 - Mennonite College of Nursing
 - Milner Library
- 1,377 departmental faculty
- Students – 20, 878 (18,250 undergrad and 2,628)
- Shared governance
- Teaching
- Research
- Civic engagement- Carnegie Classification



Academic Affairs Retreat 2021



In September 2020, the Provost's office created 10 working groups around 10 themes. Two themes: diversity, equity and inclusion and the post-COVID landscape cut across all working groups.



Workgroups:

- Student Success
- *Faculty Success / Staff Success
- Financial Challenges and Opportunities
- Academic Programs
- ASPT/ Evaluation
- General Education
- Internationalization
- Distance Education
- Graduate Studies and Research
- Recruitment

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ACADEMIC AFFAIRS

GOALS, PRIORITIES, PROJECTS



Theme Two - Strengthen Data/Evidence Informed Decision Making



Findings from Faculty Success Workgroup

- We don't collect data in a systematic way about faculty satisfaction at different points of time in their career.
- Wanted to identify disparities in perceptions about the academic workplace between faculty of different racial and ethnic backgrounds, ranks, disciplines, etc.
- **Benchmarking**- we need to do a better job at evaluating what other institutions are doing and how we compare.
- Increase transparency for our efforts

PARTNERSHIP AND PROCESS BEGAN

- STEP 1: PITCH THE IDEA TO THE PROVOST
- STEP 2: SECURE CONTRACT
- STEP 3: FORM A CORE TEAM
- STEP 4: FORM AN ISU COACHES TEAM
- STEP 5: DEVELOP A COMMUNICATION PLAN – GOAL END IN MIND
- STEP 6: BE INTENTIONAL, CONSISTENT, AND HANDS ON PRE, DURING, POST LAUNCH SURVEY PROCESS
- STEP 7: MONITOR PROGRESS AND ADJUST

CORE TEAM

- AVP FOR FACULTY DEVELOPMENT, DIVERSITY, AND LEARNING (Leader)
- AVP FOR ACADEMIC ADMINISTRATION
- AVP FOR RESEARCH AND GRADUATE STUDIES

COACHE ISU TEAM

Office of the
Provost Staff

Planning Research
Policy Analysis

Interim Assistant
to the President
for Diversity and
Inclusion

Faculty/ members
of DIAC

Chair of the Senate

Chair
Representative

Dean
Representative

Human Resources
representatives

IRB Chair

Center for
Teaching Learning
and Technology

CeMasT

University
Assessment
Services

ISU marketing

Office of Advanced
Technology
Support for Faculty

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**COACHE ISU TEAM DIVIDED INTO
THREE SUBTEAMS LED BY EACH CORE
TEAM MEMBER**

**COMMUNICATION ADVISORY TEAM
(Yojanna)**

**CUSTOM QUESTIONS ADVISORY
TEAM (Roberta)**

IRB TEAM (Craig M)

COACHE ISU COMMUNICATION TEAM

Tasks:

1. Read the document- crafting a communication plan
2. Reflect on channels of communication available to us
3. Explore websites from other institutions that have used COACHE
4. Think about FAQ we will need to address
3. Come ready to discuss on Sept 10TH your observations and input

At this meeting we will gather your input and then the core team will develop the final communication plan.

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COMMUNICATION PLAN: VISION AND GOALS



Begin with the end in mind



Create top of mind awareness of the COACHE Faculty Job Satisfaction Survey and its release in February.



Share discussion points widely throughout influential faculty networks.



Encourage faculty to participate through multiple messages from a variety of influential voices and media.



Achieve a greater than 40% survey completion rate

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TARGET AUDIENCE

Primary Audience

- All tenured and non-tenured track faculty at Illinois State.



Overlapping audiences/influencers:

- Provost
- Academic Senate
- Deans
- Chairs/Directors
- Associate Vice President for Research and Graduate Studies
- Interim Assistant to the President for Diversity and Inclusion
- Affinity groups
- Center for Teaching Learning and Technology (CTLT)



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MATERIALS
DEVELOPED
FOR
CHAMPIONS



ELEVATOR SPEECH



SAMPLE EMAILS

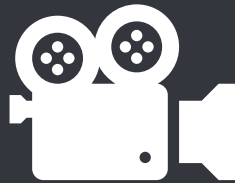


POWERPOINT

FIVE POINT ELEVATOR SPEECH

Central message	Help improve faculty job satisfaction, well-being, and success”
What?	Illinois State has partnered with the Harvard Graduate School of Education on a Faculty Job Satisfaction Survey that will launch in early February.
Who?	Their Collaborative on Academic Careers in Higher Education group known by the acronym COACHE (pronounced coach) will administer the survey.
Why?	Faculty success is crucial to Illinois State’s mission. Your feedback is important to help us make data-informed changes to policies and practices to better recruit, support, and retain outstanding faculty.
How?	COACHE will send you the survey from the email address coachefaculty@opinioncast.com with the subject line: " Help Illinois State University assess the academic workplace." The survey will take about 25 minutes to complete. Confidentiality and anonymity are assured in all COACHE analyses and reports. Survey results will be available in the fall of '22
What’s next?	Watch for your survey coming spring of '22. We must have broad participation for the COACHE survey results to be meaningful and for us to create action that reflects faculty feedback. The survey is only the first step in a multi-year process designed to make data-informed changes to policies and practices affecting faculty. Ultimately, we are committed to identify ways to better recruit, support, and retain outstanding scholars and teachers.

USED MULTIPLE COMMUNICATION MEANS FROM OCTOBER 2021 UNTIL THE SURVEY CLOSED



Website

Emails by the
Provost

Regular Senate
updates by the
Provost

News articles

Social media
announcements

Presentations at
Chairs/Directors
Council

Messages from
Deans to their
faculty

Diversity and
Inclusion Advisory
Council (DIAC)
presentation

Affinity groups
champions

Research newsletter

Reminder at
University Teaching
and Learning
Symposium

Announcement
Posted on My Illinois
state portal' –
Faculty portal

Podcast then shared
on social media

Video message from
Dr. Tarhule, Provost

WEBSITE

OFFICE OF THE
PROVOST
Illinois State University

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Academic Calendar Academic Planning Admin Resources **Faculty Success** Budget About

COACHE → **COACHE: Faculty Job Satisfaction Survey**

Your input matters!

Faculty members are the hallmark of our institution, and identifying ways to support faculty is important to our institution's mission. We want to be intentional in learning what is working well for faculty and improve our efforts to welcome, recruit, and retain faculty. Hearing from faculty is vital to the success of that mission.

ISU partnered with the Collaborative on Academic Careers in Higher Education (COACHE) based in the Harvard Graduate School of Education. Through their Faculty Job Satisfaction Survey administration, COACHE helps institutions study the work lives of faculty, assess the academic workplace broadly, and provide data that can support decision-making related to faculty members' professional lives and performance. Studies are conducted in partnership with college and university leaders (both faculty and administrative) using the data collected to improve the academic workplace. This partnership will help inform the programs and practices we develop to support faculty.

Contact

If you have questions about COACHE, please contact Dr. Deneca Avant, Interim Assistant Vice President for Faculty Development, Diversity, and Learning and ISU's COACHE Team Lead contact.

Email: dwinfre@ilstu.edu

Phone: (309) 438-7018

FAQ

Why is Illinois State University participating in the COACHE Survey?

ISU seeks to create a community in which all members are valued, supported, and respected. Faculty feedback is important to us to make improvements to faculty work-life, and we are committed to recruit and retain outstanding scholars and teachers. The survey is only the first step in a multi-year process designed to make data-informed changes to policies, procedures, and practices affecting faculty.

Why should I participate?

The survey provides us with a unique opportunity to hear directly from faculty and center faculty voices as we develop a plan for the future. This is the first major faculty satisfaction survey of its kind conducted on this campus. Led by an independent research team at Harvard Graduate School of Education, the COACHE survey instrument gives us benchmarking capabilities, lending important context to the data. Your responses will provide evidence of things that we do well and things that we need to improve. Ultimately, your participation will help guide priority-setting and planning for the future.

How long will the survey take to complete?

The survey will take 25 minutes to complete.

Who takes the survey?

The survey is sent by COACHE to all full-time tenure-track and non-tenure track faculty at ISU.

Is the survey confidential?

Yes. In a process approved by Harvard's IRB board, COACHE will provide our campus with their summary analysis, as well as the confidential unit-record database, stripped of names and e-mail addresses. Strictly for the purpose of the survey, please note that COACH will have access to certain identifiable variables on all faculty members. The 28 variables include name, department, rank and tenure status, gender, race, citizenship, and funding status. While only limited information will be disclosed to ISU, COACH will be linking this information to your responses and retaining it. The data provided to ISU will be received and kept on a secure server by Angela Engel, Director [Planning, Research, and Policy Analysis](#) (PRPA). No other administrator, staff, or faculty member outside PRPA will have access to the unit-record data. The PRPA staff will explore and analyze broad patterns in the data to assist with planning and developing improved academic policies and practices across campus. To protect the confidentiality and guarantee that the results of this survey cannot influence personnel decisions about individual faculty members, staff will disseminate survey results only with data aggregated in cells of five respondents or more, so that individual faculty and individual departments cannot be identified. [Learn more](#)

What if I don't get the email from COACHE with the link to my survey?

The Office of the Provost has worked with IT to ensure that COACHE emails with the survey do not get caught up in spam filters. If you believe you should have received a survey link from COACHE, but you haven't yet received it, please contact Harvard's COACHE administration team at coachefaculty@abtassoc.com.

Which universities across the country participate in the survey?

The survey has a national scope and ISU joins more than 300 colleges and universities from different parts of the country that have partnered in the survey. You may view the colleges and universities that have participated in the COACHE survey [here](#).

More FAQ from [COACHE](#)

News Articles

Finger on the pulse

Provost's Office will survey faculty to gauge satisfaction

By Susan Marquardt Blystone December 8, 2021



Fell Hall

The most essential aspect of the collegiate experience for any student is completion of a degree, which is accomplished through the efforts of committed and talented faculty. Their work of learning, teaching, and researching is fundamental in empowering students to succeed. It consequently makes sense to monitor how satisfied faculty are in their role and what can be changed to enrich their experience.

That is exactly what Illinois State's administration intends to discover with an initiative that will begin in the spring semester, at which time a systematic review of faculty job satisfaction will be undertaken through the Provost's Office.



Ep. 072: COACHE Survey for Faculty

It's survey season... but if there's one survey you do take this spring, be sure to check out COACHE. Illinois State has partnered with the Collaborative on Academic Careers in Higher Education, based in the Harvard Graduate School of Education, to implement a comprehensive assessment of faculty work-lives. In this brief episode, Dr. Yojanna Cuenca-Carlino joins us to discuss how the survey works and what Illinois State plans to do with this important data.

Faculty members should keep an eye on their campus email for an announcement and an invitation to participate in the survey starting in February of 2022.

Listen to this episode



Show Notes

Here is some additional information mentioned in this episode:

- [Details and frequently asked questions](#) on the Provost's website
- A recent University [news article](#) about COACHE
- Check out the [COACHE homepage](#) at Harvard University



COACHE Survey 2022 with Provost Tarhule

[Unlisted](#)

LESSONS LEARNED

1. Establish a core team.
2. Develop a clear communication timeline and assign people responsible for sharing the message.
3. Create momentum early and continue throughout the administration.
4. Use multiple communication means.
5. Create materials the champions can use to share the message.
6. Constantly monitor response rates and adjust.

NEXT STEPS

Timeline	Tasks
Fall 2022	Launch a COACHE Action Committee to identify areas where we need to focus
Fall 2022	Establish Strategy Teams to determine how we can take steps to address these areas
Spring 2023	Schedule public forums and feedback sessions
Spring 2023	Create action plans focused on key issues
Fall 2023	Implement action plans
Spring 2024	Assess progress and evaluate next steps

QUESTIONS?

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