



collaborative on academic careers in higher education

IMPACT REPORT

### **COACHE**

Collaborative on Academic Careers in Higher Education Harvard Graduate School of Education Cambridge, Massachusetts 02138

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### PARTNERS IN PROGRESS

### A message from the Executive Director



What does progress mean to you?

How your institution defines progress may well be different from how others define it. That's why one of the most valuable parts of working with the COACHE team is uncovering what progress means for each of our partners and helping them map paths to achieve it — not only to benefit faculty but also institutions, students, and the higher education sector at large.

Mapping these pathways is a community process. Our model encourages faculty, administrators, and leadership to work together, and also aims to create a space where our partners can learn from each other.

When we make connections within our community of practice, I am continually impressed by the humility we see across the board. Our partners actively engage with and learn from each other regardless of Carnegie class or rankings. Together, we focus on the work because supporting and engaging faculty is ultimately the goal. In the pages of this Impact Report I hope you will find learnings and inspiration from institutions of all kinds.

Just as our partners continue to strive forward, our team is constantly listening to evolve our methodology and understanding of what factors influence the faculty experience.

Additionally, we share COACHE data with researchers who are examining the future of the professoriate to help create a broader understanding of the trends and issues in higher education.

I am grateful for the impressive list of institutions, organizations, and researchers who have chosen to partner with COACHE. I look forward to listening more, deepening our relationships with our current colleagues, expanding our partnership with new organizations, and — collectively — helping to drive truly meaningful progress that reaches far beyond what any one of us could do alone.

**R. Todd Benson, Ed.D.** *Executive Director and Principal Investigator* 

## OUTCOMES DRIVEN BY INSIGHTS

The Collaborative on Academic Careers in Higher Education (COACHE) is a research-practice partnership based at the Harvard Graduate School of Education. It brings together faculty and academic leaders who believe in the value of sound data to help drive real progress — for faculty and institutions, as well as the higher education sector more widely.

COACHE's research instruments go far beyond simple surveys. They are dynamic studies about the faculty experience that inform actionable strategies to drive meaningful change.

Whether with small or large campuses, public or private, the COACHE team works in partnership with faculty and leadership to support the highest quality survey delivery With COACHE, more than 300 colleges, universities, community colleges, and systems have strengthened their capacity to identify the drivers of faculty success and to implement informed changes.

that elicits robust data and the richest possible insights. This work is further strengthened through access to benchmarking against selfselected peers and best practice case studies that highlight innovative approaches from exemplary institutions. As a collaborative, COACHE also creates opportunities for its partners to engage with its highly skilled researchers and with each other on important topics related to the faculty experience.



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### FACULTY JOB SATISFACTION SURVEY

Through more than 15 years of collaboration with senior faculty administrators, COACHE has a unique understanding of faculty needs and the intricacies of life in higher education.

The Faculty Job Satisfaction Survey, COACHE's flagship instrument, captures faculty sentiment across a variety of themes that are not only ripe for researchers in the sector, but support the creation of actionable plans for faculty and academic leaders in pursuit of progress.

The Faculty Job Satisfaction Survey continues to set the standard for national studies of the faculty experience. As the leading survey to follow William T. Grant Foundation's research-practice partnership model, it both enables COACHE partners to affect institutional progress and drives the research agenda for scholars of higher education. The breadth of data captured through the survey each year allows COACHE partners to study and track progress against their own data sets as well as compare their data to self-selected sets of peer institutions. In addition, this partnership model allows for institutional leaders to tap into COACHE researchers, sector best practices, and others from across the community of practice.

Pages 6–11 of this report share just some of the ways that institutions and leaders have used data from COACHE Faculty Job Satisfaction Surveys to extract insights and learnings, create action plans, and map a path of measurable progress across a range of dimensions.

# **12,682** faculty from 31 colleges and universities completed the survey<sup>\*</sup>

### **IMPROVING THE WORKPLACE FOR FACULTY**

Respondents were asked to identify the one thing their institution could do to improve the workplace for faculty. The top five most commonly cited issues were coded by COACHE from open-ended responses.

CULTURE	30%		
LEADERSHIP	28%		
SUPPORT FOR WORK GENERALLY	26%		
COMPENSATION	25%		
FACILITIES AND RESOURCES FOR WORK	23%		

\*2022 Faculty Job Satisfaction Survey

#### Faculty Job Satisfaction Survey results provide insights on a variety of themes that reflect faculty attitudes about their workplace, including:

- · Nature of work: research, teaching, and service
- Tenure and promotion
- Interdisciplinary work, collaboration, and mentoring
- Departmental collegiality, engagement, and quality
- Leadership: senior, divisional, departmental, and faculty
- Institutional governance
- Facilities and work resources
- Appreciation and recognition
- Recruitment and retention
- Personal and family policies
- · Health and retirement benefits
- Global satisfaction
- Clinical work (if applicable)
- Other metrics informed by custom questions developed in partnership with participating colleges or universities

### **Comparative Data for Deans**

Drilling down and deploying data at a divisional level is an effective strategy for partners to get even more valuable insights from their COACHE results. That's why COACHE recently introduced Comparative Data for Deans, also known as Deans' Reports, as an optional add-on to its flagship Faculty Job Satisfaction Survey.

The increased granularity of these Deans' Reports provides an additional layer of detail, whether helping to parse out cultural distinctions between divisions or shining a light on broader trends in a particular discipline. As a result, these divisional reports can help deans and provosts assess variability in policy application across the institution. They can also highlight any divisions that could offer particular learnings or tackle specific improvements to inform strategy and plans for progress.

COACHE Deans' Reports not only allow partners to compare a division to the rest of the university but, if desired, can also compare it to similar divisions at other universities, or five self-selected "near peers."

Finally, these Deans' Reports provide leadership with valuable information about their school or college's position within the faculty labor market. The reports can inform how they can support their current faculty, what makes their division attractive to prospective faculty, or how they can improve their national reputation.



### FACULTY RETENTION AND EXIT SURVEY

Launched in 2017, the Faculty Retention and Exit Survey is the only multi-institutional survey of faculty retention and departure in US higher education. The survey seeks feedback from three groups who can offer critical insights to an organization: faculty who ultimately left an institution; faculty who received an offer to work elsewhere in the past year, but were ultimately retained; and, optionally, faculty who were preemptively retained by an institution.

With a shareable, adaptive, and validated instrument to replace the individual efforts of universities, the survey helps researchers and participating institutions better understand the drivers of faculty who are considering departing their college or university and what can entice them to stay.

Through multi-year data collection, partners can better understand activities and actions that support faculty retention, and how to make smarter investments in faculty development, success, and satisfaction.

### Faculty Retention and Exit Survey themes include:

- · The search for a new position
- · Nature of the outside offer
- Compelling factors in a decision to depart or stay
- · Influence of spouses' and partners' careers
- The counteroffer process
- Transition to a new institution
- Work environment
- Demographic characteristics of population

FACULTY RETENTION AND EXIT SURVEY - ALL DATA*	Reasons to Leave		Reasons to Stay	
Salary		33%	18%	
Quality of colleagues		20%	22%	
Department or institution reputation		22%	14%	
Potential for professional growth and intellectual stimulation		20%	8%	
Proximity to family		14%	13%	
Employment opportunity for spouse/partner in the region		13%	10%	
Opportunity to collaborate with colleagues		11%	11%	
Collegiality within the department		9%	13%	
Cost of living		<b>9</b> %	11%	
Availability of cultural, social, or recreational activities		<b>9</b> %	10%	
Prospects for tenure, promotion, or contract renewal		8%	11%	
Potential for work-life balance		10%	8%	
Quality of academic leadership		13%	4%	
Quality of graduate students		8%	9%	
Quality or quantity of research infrastructure		10%	6%	

\*2021-22

COACHE is proud to support the many leading institutions and individuals who are committed to continued progress in the academic workplace — ultimately benefiting faculty, students and organizations. The following stories highlight a selection of the remarkable results of our partners.

### MEASURABLE RESULTS CULTIVATE TRUST AND POSITIVE CHANGE AT CUNY

COACHE results help to track clear progress toward goals

#### PARTNER SPOTLIGHT City University of New York (CUNY)

City University of New York (CUNY) strives to give faculty a voice in making the university system and its 25 individual campuses better places to work. Providing faculty with measurable results that show continued progress is a key step in the process.

Leadership has used COACHE Faculty Job Satisfaction Survey findings from 2015 and 2019 to take a data-driven approach to increasing faculty satisfaction across the system while also identifying insights unique to individual campuses, explains Dr. Annemarie Nicols-Grinenko, University Dean for Faculty Affairs and Leadership Development. She is currently also serving as Interim Senior University Dean and Vice Provost for Academic Programs and Policy at CUNY.

From a system-wide perspective, Dr. Nicols-Grinenko highlights three particularly noteworthy outcomes that have emerged from the COACHE process: ensuring more input from faculty on the activities of the Central Office; the charging of a task force to make recommendations about the development of clear guidelines on how research, teaching, and service are considered in tenure and promotion; and negotiating a reduced teaching workload. "We're using the data to both advocate for and justify faculty support. This has been helpful at the system level as well as campus level," says Dr. Nicols-Grinenko. And importantly, faculty have been noticing the changes. After the most recent COACHE results, each participating CUNY campus was asked to make recommendations based on the data, and Dr. Nicols-Grinenko says she has heard positive feedback from colleagues about changes that have been implemented as a result.

### We're using the data to both advocate for and justify faculty support.

Dr. John Verzani, Chair of the CUNY University Faculty Senate, has been involved in both COACHE Faculty Job Satisfaction Surveys. He says the ability to do cross-campus comparisons has been valuable, as well as comparing the university level and the campus level — particularly when looking at the results over a period of time and comparing several survey cycles.

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"Campuses are establishing new positions to deal with faculty issues, new faculty awards and recognition opportunities, mentoring programs, leadership development programs, and DEI programs," he says. He adds that he was "wowed" by how many of the campuses improved against their benchmark measures from the previous COACHE survey.

> There's steady progress and there's a measurable outcome from that progress that makes a big difference in cultivating real trust.

Dr. Verzani also sees that trust is growing among faculty as they engage with the COACHE process and see that their voices are being heard. "There's steady progress — and there's a measurable outcome from that progress that makes a big difference in cultivating real trust. It's creating a real appreciation of faculty and administrators working together to try to make things better."

CUNY began its third COACHE survey cycle in 2022, and CUNY leadership is looking forward to diving into the results.



### FOCUS ON PROGRESS LEADS TO FACULTY GOVERNANCE REFORM

Data-driven changes allow for more efficient, impactful work

#### PARTNER SPOTLIGHT Lafayette College

When administrative and faculty leadership at Lafayette College reviewed the results of their 2020 COACHE Faculty Job Satisfaction Survey, they saw a clear desire from faculty to engage more fully in critical issues, such as diversity, equity, and inclusion. However, faculty at the small liberal arts college in Easton, Penn. were simultaneously facing a dramatically increased workload and other challenges as a result of the COVID-19 pandemic.

For many, the time demanded from the existing faculty governance committee structure was weighing on them: faculty were dedicating an enormous amount of time to their committee structure in addition to increasingly full schedules. While faculty recognized the importance of their governance work, they saw the opportunity to streamline the committee structure to leave more time for teaching and scholarship while also creating a greater sense of purpose and outcomes in their governance work — a win-win.

According to Dr. John Meier, Provost at Lafayette College, the impact of the pandemic was profound in driving major change initiatives. "With making an impact always top of mind, we had a fertile ground for people who were interested in how we could do things differently," says Dr. Meier.

Against this backdrop, Lafayette College leadership set about significantly reforming faculty governance, and in particular its committees, with COACHE data providing a key touch point and ongoing input from faculty themselves. "The complete rethinking of Lafayette College's governance structures has been one of the most significant actions coming out of the COACHE process for the campus," says Dr. Meier. A strong campus-wide Diversity Committee was a top priority to bolster existing efforts as well as address diversity, equity, and inclusion issues revealed in the COACHE data. With an emphasis on including as many voices as possible, faculty led the charge to add staff, students, and even alumni in moving for the first time from a faculty committee to a broadly representative group.

In addition, a campus-wide Budget Committee was formed and, with faculty input through the COACHE survey providing a powerful impetus to streamline the overall governance structures, several other committees were eliminated or redesigned based on their effectiveness in addressing needs of the community.

While the number of faculty-elected committees will decrease from 16 to nine, the new structure not only gives faculty better opportunities to contribute more meaningfully, but also provides them with more space to pursue work in research and in the classroom.

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### INCLUSIVITY PROGRAMS SHOW STRONG RETURN ON INVESTMENT

COACHE data supports institutional progress

#### PARTNER SPOTLIGHT Florida International University

With over 1,000 full-time faculty members from around the globe, strengthening inclusivity — with the ability to measure progress — is vital to Florida International University (FIU), which serves more than 56,000 students at its Miami campus.

Leading these efforts is FIU's Office to Advance Women, Equity, and Diversity (AWED), established in 2016 through a National Science Foundation ADVANCE Grant aimed at institutional transformation. Many of AWED's programs — as well as the office's creation — were informed by data collected through the COACHE Faculty Job Satisfaction Surveys administered in 2017 and 2013.

> The use of COACHE Faculty Job Satisfaction Survey data has been invaluable for turning areas of concern for faculty into areas of strength.

"The use of COACHE Faculty Job Satisfaction Survey data has been invaluable for turning areas of concern for faculty into areas of strength," says Dr. Suzanna Rose, Founding Associate Provost of AWED. "We're able to use the COACHE data to focus our actions and show the return on investment for our work." AWED is responsible for providing evidence-based inclusivity programs intended to increase faculty diversity and satisfaction in areas including the university's commitment to diversity and inclusion, hiring and retention issues, and mentoring. Overall, the COACHE data showed that satisfaction among all faculty, including Latinx, Black, and women faculty, has improved.

One of its most recent and impactful programs is the award-winning Bystander Leadership<sup>™</sup> Program. Based on the insights revealed in the COACHE data, the program empowers faculty to take responsibility for being more inclusive toward their colleagues and recognize their own biases. The impressive results showed that when more than 60 percent of the department had been through the program, faculty reported feeling their departmental climate was more supportive.

One of the key supporters of the program is Dr. Caroline Simpson, the Associate Director at AWED, where she oversees equity and diversity programming university wide. "People have conversations and listen, and they realize what others have experienced," says Dr. Simpson. "It's important. And COACHE gives us the ability to measure that feedback and track progress, which is so hard otherwise."

Simpson notes that while FIU recognizes there is still progress to be made, the proven results of the Bystander Leadership<sup>™</sup> Program can serve as a model for other institutions. It is currently being adapted at Georgia State University, which received a National Science Foundation ADVANCE grant under the Adaptation Program and will be collaborating with FIU as a more senior advanced institution. ♥



### RESEARCH-PRACTICE PARTNERSHIP SUPPORTS INSTITUTIONAL EFFECTIVENESS

COACHE data facilitates scholars focusing on the academic workforce

#### PARTNER SPOTLIGHT Dr. Damani White-Lewis and Dr. Nicholas Havey

"We're in the business of trying to improve institutional effectiveness," says Dr. Damani White-Lewis, Assistant Professor of Higher Education at the University of Pennsylvania. "Without research, practice, and partnership, you don't have the transformative edge."

An expanding component of COACHE's work is strengthening the research-practice partnership through the dissemination of data to scholars, such as Dr. White-Lewis, who are part of a growing field of research focusing on the faculty experience and the academic workforce. Most recently, he was the lead author of the paper "Leaving the Institution or Leaving the Academy? Analyzing the Factors that Faculty Weigh in Actual Departure Decisions," published in *Research in Higher Education*, co-authored by Dr. KerryAnn O'Meara, Dr. Kiernan Mathews, and Dr. Nicholas Havey.

It is the first peer-reviewed paper on the faculty experience using data from COACHE's Faculty Retention and Exit Survey, launched in 2017 to help universities better succeed at retention efforts. The paper notes that the significant drivers for faculty departure weren't unique to those leaving academia, providing administrations with valuable information to more effectively shape faculty retention programs.

Dr. Havey, Senior Manager of Research and Insights at First Book, notes the importance of being easily able to access data from more than 40 institutions participating in the COACHE Faculty Retention and Exit Survey. By using a large, real-time data set specific to higher education, the researchers were able to look at actual faculty departures, rather than simply intent.

### ADVANCING HIGHER EDUCATION RESEARCH COACHE supports early career scholars

While faculty satisfaction is closely tied to student success, the faculty experience continues to be understudied, leaving institutions with fewer answers or best practices to address the unique challenges facing faculty in the workplace.

To increase the knowledge and inquiry in this area of study, COACHE is committed to providing broad access to data for scholars as they begin their early research paths in higher education.

Using COACHE data to build a body of scholarship has allowed doctoral students and researchers to explore such topics as the experiences of faculty of color on the tenure track, which factors contribute to a sense of fit within academic departments, and even some deeper dives into the experiences of faculty within specific disciplines such as nursing and business.

Another notable example of COACHE's efforts to support doctoral students while advancing the scholarship of higher education is Dr. Amal Kumar, who gained student work experience in the COACHE offices as a doctoral student and a postdoctoral research fellow. Dr. Kumar contributed to insightful research and publications, and helped strengthen COACHE's engagement with the research community.



"To have this sort of consortium of institutions that are collecting good data — and the right data — to be answering questions about faculty exit and retention is incredibly helpful because not everyone has the capacity, access, and resources to do it," says Dr. Havey. "It is a huge boon and a huge benefit to junior researchers."

Dr. White-Lewis and Dr. Havey add that they already have plans for a second paper about faculty experience and satisfaction utilizing COACHE data.

"When you invest in faculty, you invest in students. So how can we improve faculty careers? How can we improve departmental climates and institutions?" says Dr. White-Lewis. "When you focus on increasing faculty motivation and increasing their success, you create a more vibrant ecosystem for student learners." When you invest in faculty, you invest in students... When you focus on increasing faculty motivation and increasing their success, you create a more vibrant ecosystem for student learners.



Dr. Damani White-Lewis

**Dr. Nicholas Havey** 

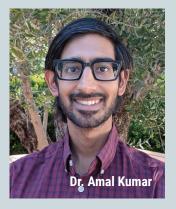
Describing his experience with COACHE as "realworld work with real-world impact," Dr. Kumar discovered a deep interest in scholarship related to the faculty experience. The knowledge he gained has also supported his own personal experience as Assistant Professor in the Department of Public Policy and Administration at the California State University, Sacramento.

Dr. Kumar notes much of what faculty need to know to successfully navigate the academic sector is not "written in a handbook" but rather embedded in a "hidden curriculum," which can result in sometimes unseen inequities for faculty members.

COACHE's research on inequities in faculty recruitment and retention is not only a vital area of inquiry for the sector, it has directly impacted Dr. Kumar's own area of service as a faculty member. "I've been able to think more critically and be more intentional about the type of work I want to do and what impact I want to leave," he says. He currently serves on a search committee as the affirmative

action/equal opportunity representative.

Through access to its data, the COACHE team hopes to inspire more early scholars to further expand their interest in the faculty experience — which, as Dr. Kumar says, is truly the "other side of the coin" of student success.



### PARTNERS

The wide range of institutions below highlights current and recent partners of COACHE.

(Includes partners 2017–2022, blue indicates current partners.)

### FACULTY JOB SATISFACTION SURVEY

#### BACCALAUREATE

Agnes Scott College Amherst College **Babson College Bates College Centre College Colgate University** College of the Holy Cross **Davidson College** Elizabeth City State University Fisk University Gettysburg College Hamilton College Harvey Mudd College Juniata College **Kenyon College** Lafayette College Medgar Evers College Mount Holyoke College Muhlenberg College New York City College of Technology Occidental College **Ohio Wesleyan University** Spelman College University of North Carolina at Asheville University of Richmond University of Tennessee Southern University of the South-Sewanee **Ursinus** College Washington and Lee University Wellesley College Wofford College York College

#### **COMMUNITY COLLEGES**

Amarillo College Borough of Manhattan Community College Bronx Community College Guttman Community College Hostos Community College Kingsborough Community College LaGuardia Community College Queensborough Community College

#### MASTERS

Appalachian State University Bernard M. Baruch College **Brooklyn College** College of Staten Island Craig Newmark Graduate School of Journalism at CUNY CUNY Graduate School of Public Health & Health Policy CUNY School of Labor and Urban Studies **CUNY School of Law** Fayetteville State University Hunter College John Jay College of Criminal Justice Lehman College Manhattan College Manhattanville College Mills College New York Institute of Technology North Carolina Central University Queens College **Rollins College** San José State University The City College of New York University of Houston-Clear Lake University of North Carolina at Pembroke University of Tennessee-Martin

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#### RESEARCH

Auburn University **Baylor University Bowling Green State University Brown University** California State University, Fullerton Central Michigan University Clarkson University Clemson University **CUNY Graduate Center** Emory University Florida A&M University Florida Gulf Coast University Florida International University Florida State University Fred Hutchinson Cancer Research Center George Mason University Georgetown University Georgia State University Illinois State University Indiana University Iowa State University James Madison University Johns Hopkins University Kent State University Lehigh University Louisiana State University Missouri University of Science & Technology North Carolina A&T State Universitv North Carolina State University Old Dominion University Purdue University Radford University Rochester Institute of Technology Rutgers University-Camden Rutgers University-New Brunswick Rutgers University-Newark St. John's University Stony Brook University Texas Tech University Tulane University University at Buffalo University of Arizona University of Arkansas

University of California–Davis University of Central Florida University of Cincinnati University of Connecticut University of Delaware University of Denver University of Kansas University of Louisville University of Maryland University of Massachusetts Amherst University of Missouri-Columbia University of Missouri–Kansas City University of North Carolina at Chapel Hill University of North Carolina at Charlotte University of North Carolina at Wilmington University of North Texas University of Pittsburgh University of South Carolina University of South Florida University of Tennessee–Chattanooga University of Tennessee Health Science Center University of Tennessee Institute for Public Service University of Tennessee Institute of Agriculture University of Tennessee Space Institute University of Tennessee-Knoxville University of Texas at Arlington University of Texas at Austin University of Texas at El Paso University of the Pacific University of Tulsa University of Virginia Vanderbilt University Virginia Commonwealth University Virginia Polytechnic Institute and State University Washington State University Wichita State University Worcester Polytechnic Institute

#### SYSTEMS

City University of New York Rutgers University State University of New York University of California University of North Carolina University of Tennessee

### FACULTY RETENTION AND EXIT SURVEY

#### MASTERS

University of Nebraska at Kearney

#### RESEARCH

- Auburn University **Baylor University Carnegie Mellon University** Clemson University Colorado State University Columbia University **Emory University** Florida State University George Mason University Iowa State University Massachusetts Institute of Technology Rochester Institute of Technology Rutgers University–Biomedical and Health Sciences Rutgers University-Camden Rutgers University-New Brunswick Rutgers University-Newark The University of Texas at Austin The University of Texas at San Antonio **Tufts University** University of Alabama University of Arkansas University of California-Berkeley University of California-Davis University of California-Irvine
- University of California-Los Angeles University of California-Merced University of California-Riverside University of California-San Diego University of California–San Francisco University of California-Santa Barbara University of California-Santa Cruz University of Cincinnati University of Connecticut University of Denver University of Massachusetts Amherst University of Minnesota-Twin Cities University of Missouri-Columbia University of Nebraska-Lincoln University of Nebraska–Omaha University of Rochester University of South Carolina-Columbia University of Tennessee-Knoxville University of Wisconsin–Madison Virginia Commonwealth University Virginia Polytechnic Institute and State University Worcester Polytechnic Institute Yale University

#### SYSTEM

Rutgers University University of California University of Nebraska

(Includes partners 2017–2022, blue indicates current partners.)



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### Collaborative on Academic Careers in Higher Education (COACHE)

### TEAM AND LEADERSHIP

Our impactful partnership would not be possible without the support of dedicated leadership and staff.

### **Faculty Steering Committee**

### **KEITH COLLAR**

Associate Dean for Strategic Partnerships, Harvard Graduate School of Education Ex Officio, Faculty Steering Committee

### FRANCESCA PURCELL

Senior Lecturer on Education, Harvard Graduate School of Education

### **RICHARD LIGHT**

Faculty Steering Committee Chair Carl H. Pforzheimer, Jr. Professor of Teaching and Learning, Harvard Graduate School of Education and Harvard Kennedy School Adjunct Faculty Director, Harvard Seminar on Assessment

### JUDITH McLAUGHLIN

Senior Lecturer on Education Faculty Director, Higher Education Program Educational Chair, Harvard Seminar for New Presidents

### LUKE MIRATRIX

Associate Professor of Education, Harvard Graduate School of Education Co-Faculty Director, Doctor of Philosophy in Education Program



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### **COACHE Team**



#### **R. TODD BENSON** Executive Director and Principal Investigator



**JEANNIE KIM** *Research Manager* 

**DEBORAH RUIZ** Assistant Director, Marketing and Engagement







**KATE ZIRPOLO** *Finance and Operations Associate* 



