Recommended COACHE Communications Plans for CUNY Central and CUNY Colleges

Guiding Principles

Chancellor Matos Rodríguez and Executive Vice Chancellor and University Provost Cruz

- strongly encourage faculty and administrators throughout the university to use the data from the COACHE survey to foster ongoing conversations about improving faculty satisfaction at CUNY;
- hope that these discussions will take place both within and between colleges, enabling the sharing of best practices across the university;
- look forward to being part of these ongoing conversations and will create opportunities for feedback and discussion (e.g., special forums, agenda items at council meetings).

Timeframe	CUNY Central Action	College Action
September 2019	Chancellor Matos Rodriguez communicates with Presidents and EVC Cruz communicates with CAOs regarding the recommended timeline and communication strategy (outlined below) for COACHE data dissemination and discussion	President and Provost review COACHE data College decides how COACHE reports/data will be shared with faculty (e.g., posted on public website or college intranet)
	Office of Academic Affairs (OAA) and leadership of the University Faculty Senate (UFS) form a CUNY-wide COACHE Task Force comprised of faculty and administrators	President/Provost, in consultation with Faculty Governance Leaders, finalizes the membership of the college's COACHE Task Force comprised of faculty and administrators
	COACHE Communication Models and COACHE Communication Milestones, which offer advice about developing communication plans, posted on the [CUNY COACHE website].	President/Provost shares COACHE reports/data and names of members of the COACHE Task Force with faculty List of COACHE Task Force members sent to CUNY Office of Academic Affairs (c/o [Annemarie Nicols-Grinenko])
By the end of October 2019	List of CUNY-wide and college COACHE Task Force members posted on the [CUNY COACHE website]	COACHE Task Force finalizes and shares communication plan
	CUNY posts COACHE system-wide report and data for all participating CUNY colleges on Blackboard (with access limited to faculty and staff); instructions for accessing COACHE system-wide report and data for all participating CUNY colleges posted on the [CUNY COACHE website]	

October 2019 – May 2020	CUNY-wide COACHE Task Force reviews university-wide data	COACHE Task Force reviews college data
	CUNY-wide COACHE Task Force leads discussions of the COACHE results at UFS, the Faculty Affairs Advisory Board (FAAB) and other forums Discussion of COACHE results at Council of Presidents (CoPs) and Academic Council	COACHE Task Force leads discussions of the survey results in large-scale (e.g., town hall, Senate) and smaller-scale (e.g., department chair meetings, Senate subcommittees) forums
	CUNY-wide COACHE Task Force conducts additional data collection/analyses as necessary	COACHE Task Force conducts additional data collection/analyses as necessary
	OAA facilitates discussions about best practices among CUNY colleges	COACHE Task Force examines data from other CUNY colleges and makes connections to other colleges to learn about initiatives, programs and policies that have contributed to high levels of faculty satisfaction
	OAA facilitates discussions about best practices between COACHE and CUNY colleges	COACHE Task Force contacts COACHE to make connections with other colleges that have successfully dealt with issues identified by the survey
By end of May 2020	CUNY-wide COACHE Task Force offers OAA recommendations for university-wide action in response to the survey	COACHE Task Force offers the President/Provost recommendations for actions in response to the survey
September 2020	OAA announces (and posts on the CUNY COACHE website) initial CUNY-wide actions that will be taken in response to the COACHE data	President/Provost announce initial actions that will be taken in response to the COACHE data President submits a brief report to the Chancellor on COACHE Task Force recommendations and planned initial actions to be taken in response to the survey List of planned Initial actions sent CUNY OAA (c/o Annemarie Nicols-Grinenko) so that they can be posted on the CUNY-COACHE website to allow for the sharing of best practices across the university
Spring – Fall 2021	OAA provides progress reports on CUNY-wide initiatives to address issues identified in the COACHE survey (e.g., on the CUNY COACHE website, UFS/FAAB meetings, CoPs, Academic Council)	President/Provost provide progress reports on college initiatives aimed at addressing issues identified in the COACHE survey (via web-based/print media, email communications, Senate and/or other meeting forums)
Fall 2021		President submits brief progress report to the Chancellor on college initiatives aimed at addressing issues identified in the COACHE survey

Spring 2021 – Spring 2022	Ongoing discussions among faculty and administrators about issues identified by the survey; additional task forces and ad hoc committees formed as necessary; additional issues addressed as necessary; progress reports on ongoing process and actions shared	Ongoing discussions among faculty and administrators about issues identified by the survey; additional task forces and ad hoc committees formed as necessary; additional issues addressed as necessary; ongoing progress reports on process and actions shared
Spring 2022	OAA works on agreement with COACHE to implement the faculty satisfaction survey at CUNY in spring 2023	President submits progress report on the College's response to 2019 COACHE data to the Chancellor
Fall 2022- Spring 2023	OAA works with colleges to provide data to COACHE in preparation for the survey; OAA works with UFS and the colleges to encourage participation in the survey	President/Provost/COACHE implementation team (comprised of faculty and administrators) encourage faculty participation in the survey
Spring 2023		CUNY faculty participate in the COACHE faculty satisfaction survey again