

COACHE SURVEY OF FACULTY JOB SATISFACTION: 2023

Introduction and Overview of Survey Results

Introduction to the UMKC COACHE Survey of Faculty Job Satisfaction

The effectiveness, impact and reputation of a university, while resting on many pillars, depends preeminently on the quality of faculty work - in teaching, and mentoring, research and scholarship, cooperation and collaboration with colleagues, commitment and service to the institution and contributions to the community at large. It is critical for any great university to provide and maintain the conditions that will best enable faculty to excel in all of their professional activities.

Chancellor Mauli Agrawal, Provost Jenny Lundgren and campus leaders at all levels recognize that one of the most important conditions affecting achievement of UMKC faculty is the way they think and feel about such aspects of their employment as work experiences, availability of resources for teaching and research, recognition and reward, opportunities for advancement and professional development, and campus equity, inclusiveness, diversity, and respect. Campus leaders also recognize that faculty job satisfaction must be an institutional priority if UMKC is to be a place of growth, health, and personal fulfillment for all members of the university family.

Mindful of all of the above. UMKC Leadership committed our campus to participate in the COACHE (Collaborative on Academic Careers in Higher Education) Faculty Job Satisfaction Survey in AY 2008-2009, 2013-2014, 2016-2017 and most recently in 2023-2024. Data from the survey allows us to address multiple objectives. First, the survey's comprehensiveness enables us to identify our areas of strength and those in need of investment. Second, data from the survey can help us make sound investments for improving our campus environment for both existing faculty and the new faculty we anticipate hiring over the coming years. Finally, comparing the results for previous COACHE survey administrations allows us to evaluate our progress toward improving the work experience of faculty at UMKC.

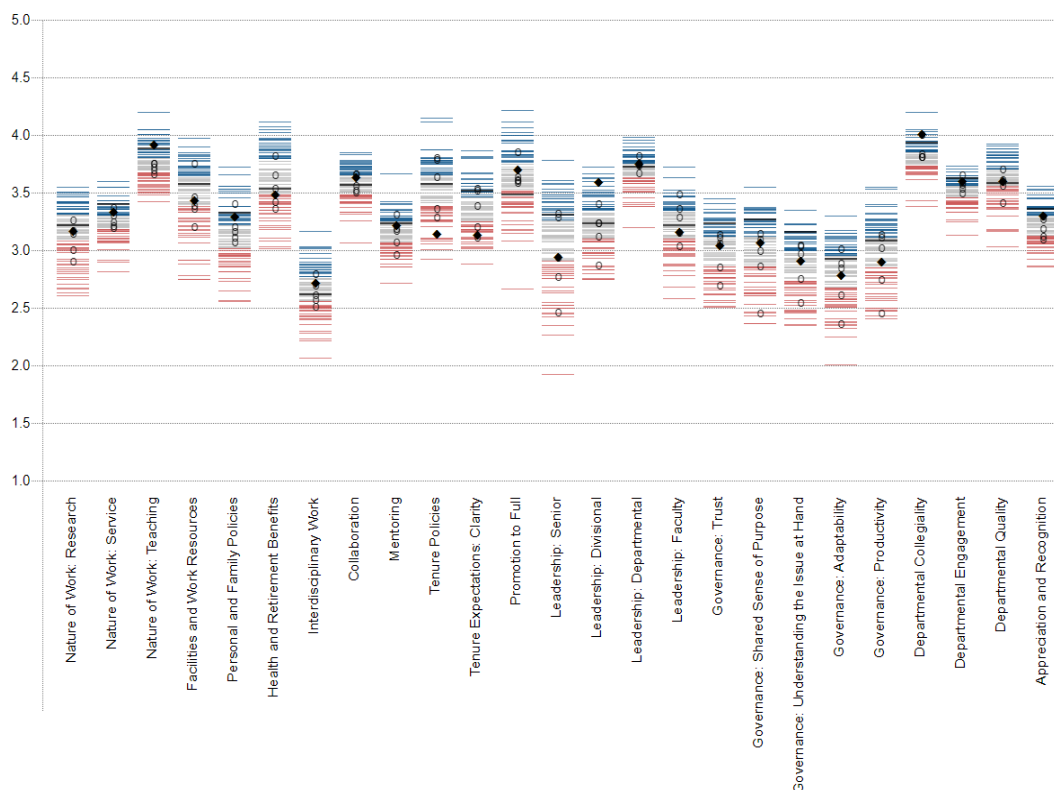
What the COACHE data reveals about faculty job satisfaction at UMKC

The 2023 UMKC COACHE survey was distributed online to 531 tenured, pre-tenured, ranked nontenure track faculty. In all, 307 faculty members responded, yielding a 58% response rate to survey items that measure the degree of engagement, perception of support, and level of satisfaction with all aspects of faculty work life at UMKC.

For assessing the level of satisfaction among UMKC faculty across the 25 dimensions of faculty work life investigated by the survey, the results provide multiple points of comparison. The UMKC results can be compared to those among all institutions that participated in the survey at or about the same time, and to the public universities identified as our "peer" institutions.¹ In addition, the results for subgroups of UMKC faculty can be compared, as can the previous survey results from years past.

Figure 1 presents the UMKC mean score (◆) for all survey items within each of the themes covered by the COACHE survey in relation to the means scores of our five peers (0), and the distribution of the responses of the entire cohort of institutions as signified by the blue (the top 30% of institutions), grey (the middle 40 % of institutions) and red (the bottom 30% of institutions) lines. These results convey both the relative level of faculty satisfaction across the 25 domains covered by the survey, as well as the average satisfaction of UMKC faculty on each domain compared to the peer institutions and full cohort of COACHE's participating institutions.

Figure 1. COACHE topic area means for UMKC faculty compared to peer institutions



Compared to faculty at all institutions included in the 2023 COACHE survey (cohort) and especially to those at our peer institutions, UMKC faculty overall:

- Report high levels of satisfaction with department collegiality, departmental engagement, leadership at the divisional level, nature of work-service, nature of work-teaching, and personal and family policies.
- Areas of somewhat less satisfaction include the nature of work-research, facilities and work resources, interdisciplinary work, collaboration, mentoring, promotion to full, leadership senior level, leadership at the departmental level, leadership at the faculty level, governance at multiple levels, departmental quality, and appreciation and recognition.
- Areas of significantly less satisfaction include health and retirement benefits, facilities and work resources, tenure policies and tenure expectations: clarity.

Among all UMKC Faculty:

- Tenured faculty are meaningfully less satisfied (i.e., effect size of 0.3 or greater) than pre-tenure faculty (see figure 2) in the area of **mentoring**.
- Tenured faculty are also significantly less satisfied than are non-tenured faculty with leadership at the: senior, divisional, departmental and faculty level, governance at multiple levels and they expressed less satisfaction with appreciation and recognition.
- Associate professors are significantly less satisfied with the theme of promotion to full, while full professors are meaningfully less satisfied with leadership at the departmental level.
- Although women and faculty of color report slightly lower levels of satisfaction than men and white faculty, the disparities are meaningful only for four of the survey themes:
 - Female faculty were significantly less satisfied with tenure policies and meaningfully less satisfied with clarity of tenure expectations.

- o Faculty of color report being less satisfied with health and retirement benefits and promotion to full.
- o Asian faculty are significantly more dissatisfied with promotion to full and moderately less satisfied with health and retirement benefits, leadership at the departmental level and departmental collegiality as compared to their white faculty colleagues.
- o URM faculty members rate health and retirement benefits and leadership at the senior level lower than their white colleagues.

Compared to the 2017 COACHE (last column of Figure 2), satisfaction among UMKC faculty has:

- Slightly increased for two thematic areas: promotion to full and leadership at the divisional level.
- Slightly decreased for five thematic areas: nature of work: research, nature of work: service, facilities and work resources, health and retirement benefits, as well as governance at multiple levels.
- Meaningfully decreased for tenure policies, tenure expectations: clarity and leadership at the senior level.

Figure 2. Size of group differences by faculty rank, gender and race ethnicity among UMKC faculty and change since 2017 in average satisfaction ratings.

| | Within campus differences | | | | | | | 2017 |
|---|---------------------------|------------|---------------|--------------|--------------|----------------|--------------|------|
| | ten vs pre-ten | ten vs ntt | full vs assoc | men vs women | white vs foc | white vs asian | white vs urm | |
| Nature of Work: Research | | tenured | assoc | women | | white | urm | ↓ |
| Nature of Work: Service | | tenured | | women | white | white | white | - |
| Nature of Work: Teaching | | | | women | foc | asian | urm | |
| Facilities and Work Resources | | tenured | | women | foc | | urm | - |
| Personal and Family Policies | pre-ten | tenured | assoc | women | foc | asian | urm | |
| Health and Retirement Benefits | | tenured | | women | foc | asian | urm | - |
| Interdisciplinary Work | pre-ten | tenured | | women | white | white | white | |
| Collaboration | pre-ten | ntt | full | women | | asian | | |
| Mentoring | tenured | tenured | | | white | white | white | |
| Tenure Policies | N/A | N/A | N/A | women | white | N<5 | white | - |
| Tenure Expectations: Clarity | N/A | N/A | N/A | women | | N<5 | white | - |
| Promotion to Full | N/A | N/A | assoc | men | foc | asian | urm | + |
| Leadership: Senior | tenured | tenured | full | women | foc | white | urm | - |
| Leadership: Divisional | | tenured | full | women | | | | + |
| Leadership: Departmental | tenured | tenured | full | | foc | asian | urm | |
| Leadership: Faculty | tenured | tenured | | | | white | urm | |
| Governance: Trust | pre-ten | tenured | | | foc | asian | urm | - |
| Governance: Shared Sense of Purpose | | tenured | full | women | | | | - |
| Governance: Understanding the Issue at Hand | | tenured | | | white | white | | - |
| Governance: Adaptability | | tenured | | | | | | - |
| Governance: Productivity | | tenured | full | | | asian | | - |
| Departmental Collegiality | pre-ten | tenured | full | | foc | asian | urm | |
| Departmental Engagement | | ntt | full | | | white | urm | |
| Departmental Quality | | ntt | full | | | | | |
| Appreciation and Recognition | tenured | tenured | | | | asian | | |

Plans for more focused analyses and responses

Faculty engagement on the findings of the COACHE survey is essential if we are to understand the realities of their job experiences and identify potential actions that build on our strengths, address issues of concern, and support faculty productivity and career satisfaction.

To help focus and support discussion of the key issues influencing faculty job satisfaction, the Office of the Vice Provost for Faculty Affairs and leadership from the Center for Advancing Faculty Excellence (CAFE) formed a campus wide UMKC COACHE Steering Committee composed of faculty members from across the UMKC campuses. This committee is currently working on emerging themes from the COACHE report, gathering additional data, providing context to the data received and identifying possible action items for recommendation to senior leadership.

The COACHE survey is governed by standard practices and protocol for human subject's research. To protect the identities of all those responding to the UMKC survey, access to the full dataset is restricted. Please make inquiries and suggestions to Dr. Lorie Holt, CAFÉ Pillar Lead Faculty Life and Leadership at holtla@umkc.edu.