



QUEST Highlight Series

This series is designed to share information about data, evaluation, and assessment across the College, and help us answer the questions:

- What data do we collect or have access to that can help us make decisions about how to guide our work?
 - How can/do we use that data to guide our work?
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Using Assessment to Identify College-Wide Issues and Spark Change: The Faculty and Staff Satisfaction Survey

Last Spring we shared the results of the Faculty and Staff Satisfaction Survey through a [written report](#) and through a [forum during Assessment Week](#). The results were reviewed by the Faculty and Staff Satisfaction Survey Committee, who made [recommendations to Senior Staff](#) on areas to focus on in the coming months.

The next annual Faculty and Staff Satisfaction Survey will be going out later this week (December 7), so before then we wanted to share some of the ways campus leadership has used your input to guide their work and make changes. Below, see the four main areas of focus identified by the Committee and what the College has done so far to address suggestions made by the survey respondents and the Committee.

What We've Done So Far to Address....

1. Promoting Mission-Driven Work

While many respondents indicated that they feel a strong connection between their work and the mission of the College, some also highlighted barriers to feeling like they are able to work in support of the College's mission. There were two major areas of emphasis noted by the committee:

Enhance collegiality that encourages camaraderie and breaks down silos through social events, listening sessions, and more opportunities for collaboration.

- The President's Office hosts a number of events, including Play for Pink, Wave Day, Volley for Mental Health, and Giving Tuesday/Spirit Day.
- The Sense of Belonging and Campus Climate grants have supported the creation of workshops, movie screenings, discussions, invited speakers, and other events to support a welcoming and inclusive environment across campus.
- Communications + Marketing collaborates with students, faculty, and staff to produce videos to promote holidays, awareness months, and special initiatives. They also develop updates on campus

news and create New Staff and Faculty Profile Welcome emails to introduce new campus members to the community.

- The 60th Anniversary has been a wonderful opportunity for faculty and staff from across the College to celebrate the College.
- The College of Institutional Advancement just launched the Kingsborough Beacon, which provides campus highlights and opportunities to be involved in fundraising or advancement opportunities.
- The President's Office and Academic Affairs hosted social events for faculty, including a Welcome Event in the Fall for new faculty and a Faculty Appreciation Event in the Spring to allow faculty and administration to connect.

Improve communication related to student support offices to ensure that students are directed to the appropriate office that can address their concern

- The new faculty orientation now takes place over the course of the year and incorporates visits from directors of Student Success areas, to provide guidance and training for faculty on how to utilize these offices.
- Student Success starts each year with a Town Hall geared toward student-facing faculty and staff to share resources and opportunities for students, as well as information about how to contact or refer students to those areas.
- Communications & Marketing has worked with student support offices and Building & Grounds to create signage across campus to direct students to the appropriate resources. They are currently planning to create additional videos to increase visibility and provide guidance on finding key locations on campus.

2. Improving Two-Way Communication and Transparency in Decision Making

As we've shifted from in-person to online during the beginning days of COVID and now are moving into another more hybrid way of working, Kingsborough has needed to continually revise and improve how it communicates information and encourages discussion about changes, next steps, and the best ways to move forward as a College. Some efforts to improve communication and transparency include:

- Communications & Marketing has worked tirelessly to launch our new website, and is in an ongoing effort to work with people across the College to update their information and ensure that the website is a vehicle for communicating information to people within and outside the KCC Community.
- The Office of Institutional Effectiveness sends out monthly newsletters (like this one!) to highlight how data is used to inform work across the College.
- In addition to sending out information via email, Provost Russell hosted a series of Town Halls and Virtual Forums this Fall related to work going on in Academic Affairs: Online Teaching, KCC Flex, and CUNY Online, The Liberal Arts Celebration, the CUNY Transfer Virtual Forum, and the Academic Plan: *Where Are We Now* forum. These events were well attended and prompted excellent discussion about how we can best support students.
- Assessment Week was designed to create opportunities for discussion, rather than just one-way information sharing. This year, Assessment Week will be broken up into a series of events throughout the Spring semester to allow more people to attend multiple events.

3. Supporting Instructors in and out of the classroom

The FSSS committee identified two major areas of focus that will ensure that faculty are able to provide our students with high-quality educational opportunities:

Utilize technology to enhance connection between faculty, staff, and students and to support high-quality pedagogy in and out of the classroom

- Academic Affairs has held sessions with faculty to discuss best practices in using Starfish to support students, and a survey was conducted in Spring 2023 to gather information about faculty experiences and what support they most need to use the platform well.
- The KCC Faculty Software page has been revamped and includes a Dynamic Forms-based process to request software needed for teaching, learning, and scholarship.
- The KCeL is hard at work developing resources as we transfer to the new Brightspace LMS, which will launch in Fall 2025.

Provide professional development to ensure that faculty stay up-to-date and innovative in their teaching.

- KCeL is continuing to host workshops in Universal Design for Learning (UDL) so that faculty can purposefully design their courses to be accessible to all students, and each semester hosts a panel of faculty facilitators who create programs for faculty to keep them up-to-date in their pedagogy.
- The KCTL continues to host its faculty-run Faculty Interest Groups (FIGs) and its Winter Workshop.
- The Scholarship of Teaching and Learning Fellows program is welcoming a new cohort in Winter/Spring 2024
- The Civic Engagement Fellows program were launched in AY 2023-24 to ensure that our Civic Engagement practices are of high quality.

4. Supporting Career Growth and Success in Faculty

The Faculty Affairs team has been hard at work revamping its processes to address faculty feedback on the FSSS as well as the COACHE survey related to supporting research and increasing transparency in promotion, tenure, and review processes.

- Created an email address specifically for RTP-related concerns
- Faculty Affairs, in collaboration with Academic Affairs and HURFS, has held a series of File Review sessions for Reappointment & Tenure
- A training session for Chairs in RPT guidelines is scheduled for December 13
- Launched a series of working groups for faculty at different levels to support them in their work.
- Updated the [Faculty Handbook](#) with the plan of making sure it gets updated each year with the most up-to-date information
- Created training sessions related to calculating workload and creating tenure portfolios
- Conducted a review of IRB information to identify and address common bottlenecks

Where do we go from here?

As you can see, there is a lot going on to try and address some of the major sticking points from last year's survey, but we haven't been able to address all of the wonderful feedback we've received. We hope that you will continue to provide your feedback and suggestions

We need YOU!

Kingsborough can only be as good as its faculty and staff, and that means we need *everyone* to ensure that this College is a great place to work and study.

Your answers to the multiple-choice questions are very helpful, but your ideas and suggestions are what will really help us know how to move forward. Whether it's sharing your thoughts in the open-ended questions on the survey or joining us for other conversations, we hope that you will use the survey as an opportunity to join the conversation!

Want to make your input count? Here are some tips on how to provide feedback that will get noticed and help drive change:

- **Be courteous.** We've got pretty thick skins at the Office of Institutional Effectiveness, but it's hard to use feedback that is rude, accusative, or attacking a specific person to start a conversation.
- **Be constructive.** It's helpful to know when things aren't working, but it's not always clear how to fix it. Providing specific ideas or examples for how to improve make it much more likely the College will be able to actually do what you want.
- **Be balanced.** Sharing what *is* working is often just as helpful as saying what's *not* working. It first of all makes sure we can keep doing the good things, and second of all gives us examples of good practices to use as guidance.

Connect with us!

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