

COACHE 2027

COACHE 2027 Survey Cycle Timeline

Purpose

Chancellor Félix V. Matos Rodríguez and Executive Vice Chancellor and University Provost Alicia M. Alvero strongly encourage faculty and administrators across the University to use COACHE survey results as a catalyst for ongoing dialogue, evidence-based decision-making, and meaningful institutional change. Through collaborative review of the findings and sustained action planning, campuses can strengthen faculty satisfaction and improve the professional experience of CUNY faculty.

This timeline outlines the key activities and milestones for CUNY Central and participating colleges before, during, and after the COACHE Faculty Job Satisfaction Survey. It is intended to support coordinated survey administration, campus engagement, review of survey results, action planning, and implementation of improvement initiatives across the University.

TIMEFRAME	CUNY CENTRAL ACTIONS	COLLEGE ACTIONS
August 2026 (faculty start-up period)	Launch university-wide communication from the Executive Vice Chancellor outlining the COACHE initiative, implementation timeline, and expectations for campus participation.	
September 2026	Launch recurring Liaison Office Hours to support campuses and provide implementation guidance.	Form campus implementation teams and begin local engagement and planning activities. Participate in Liaison Office Hours and begin coordinating campus communication and engagement strategies.
October 2026	Finalize data disclosure preferences, custom survey questions, communication planning, and IRB approval processes. Continue Liaison Office Hours.	Advance campus decision-making regarding custom questions and faculty communication strategies. Custom questions are due October 28, 2026. Note: For campuses that choose to include custom questions, liaisons must reach out to COACHE to finalize them. This will help ensure campuses optimize their questions and avoid redundancy.

TIMEFRAME	CUNY CENTRAL ACTIONS	COLLEGE ACTIONS
November 2026 (first week)	Coordinate systemwide submission processes, including custom questions and population file submissions. Continue Liaison Office Hours. Finalize post-survey communication plans and reporting templates for CUNY Central and campuses.	Email whitelisting and pass-through variables are due by November 4, 2026. Submit required campus materials and finalize institutional communication and participation plans.
December 2026	Continue Liaison Office Hours and provide implementation support.	The population file is due December 10, 2026. Conduct final campus readiness checks and confirm survey preparation activities.
January 2027	Conduct spam testing and technical readiness activities. Continue Liaison Office Hours.	Support local testing efforts and ensure campus communication systems are prepared for survey launch.
February 2027	Official launch of the COACHE Faculty Survey 2027. Continue Liaison Office Hours and implementation support.	Promote faculty participation and manage campus-level communications throughout survey administration.
March 2027	Coordinate the peer institution selection process. Continue Liaison Office Hours.	Select peer institutions. Produced.
June 2027	Receive and review systemwide COACHE reports and institutional data from COACHE. Begin planning for university-wide analysis, strategic discussions, and action planning.	Review campus-specific COACHE reports and begin identifying institutional priorities, themes, and potential action steps.
June 2027	Chancellor Matos Rodríguez and EVC Alvero communicate with Presidents and CAOs regarding the recommended timeline and communication strategy (outlined below) for COACHE data dissemination and discussion	
Summer 2027	COACHE sends Office of Academic Affairs (OAA) CUNY-wide data and reports	COACHE sends de-identified record level data to CUNY Central, individual campuses can request this data from CUNY Central
September 2027	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 and Provost review COACHE data College decides how COACHE reports/data will be shared with faculty (e.g., posted on a public website or college intranet)

TIMEFRAME	CUNY CENTRAL ACTIONS	COLLEGE ACTIONS
		President/Provost, in consultation with Faculty Governance Leaders, finalizes membership of the college's COACHE Task Force, comprised of faculty and administrators
		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 Nicola Blake)
By the end of October 2027	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 2027 – May 2028	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 various forums, e.g., UFS, FAAB	COACHE Task Force leads discussions of the survey results on large-scale (e.g., town hall, Senate) and smaller-scale (e.g., department chair meetings, Senate subcommittees) forums
	Discussion of COACHE results at Council of Presidents (CoPs) and Academic Council	
	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 across 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
By the end of May 2028	CUNY-wide COACHE Task Force offers EVC&UP 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

TIMEFRAME	CUNY CENTRAL ACTIONS	COLLEGE ACTIONS
By the end of Fall 2028	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 announces initial actions that will be taken in response to the COACHE data President and CAO submit a brief report to the Chancellor and EVC & UP on COACHE Task Force recommendations and planned actions to be taken in response to the survey List of planned actions sent to CUNY OAA (c/o Nicola Blake) so that they can be posted on the CUNY COACHE website to allow for the sharing of best practices across the university
Spring 2029 – Spring 2030	Implementation of actions in response to 2027 COACHE data	Implementation of actions in response to 2027 COACHE data
	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 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 and actions shared
Spring 2030	OAA works on an agreement with COACHE to implement the faculty satisfaction survey at CUNY in spring 2031	Progress report on the College's response to 2027 COACHE data sent to CUNY OAA (c/o Nicola Blake) so that they can be posted on the CUNY COACHE website
Fall 2030- Spring 2031	OAA works with colleges to provide data to COACHE in preparation for the survey	Colleges work with OAA 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 2031		CUNY faculty participate in the COACHE faculty satisfaction survey again