



QUEST Highlight Series

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

- x What data do we collect or have access to that can help us make decisions about how to guide our work?
- x How can/do we use that data to guide our work?

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](#) 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) 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 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.

- x The President's Office hosts a number of events, including Play for Pink, Wave Day, Volley for Mental Health, and Giving Tuesday Spirit Day.
- x The Sense of Belonging and Campus Climate grant have supported the creation of workshops, movie screenings, discussions, invited speakers, and other events to support a welcoming and inclusive environment across campus.

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

- x The 60th Anniversary has been a wonderful opportunity for faculty and staff from across the College to celebrate the College.
- x The College of Institutional Advancement just launched the Kingsborough Beacon, which provides campus highlights and opportunities to be involved in fundraising or advancement opportunities.
- x 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

- x 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
- x 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
- x 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 signs 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

- x 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.
- x The Office of Institutional Effectiveness sends out monthly newsletters (like this one!) to highlight how data is used to inform work across the College.
- x 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, a CUNY Online, The Liberal Arts Celebration, 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.
- x Assessment Week was designed to create opportunities for discussion, rather than just one 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.

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