**COACHE definition:**

Academic leaders—in this case defined as the president, provost, and deans—play critical roles in shaping the retention and success of faculty members. Faculty desire an administration with a clearly-articulated institutional mission and vision that do not change in ways that adversely affect faculty.

**Dissatisfaction can occur from:**

- Slow decision making.
- Inconsistent priorities.
- Poor communication.
- Failure to take input.
- Perceived unfairness.

**Questionnaire items with the highest percentages:**

- 89% were satisfied with the visibility of leadership support for diversity.
- 86% were satisfied with the pace of decision making by the president and provost.
- 83% were satisfied with the university priorities as stated by the president and provost.

**Questionnaire items with the lowest percentages:**

- 72% agreed that priorities were stated consistently across levels of leadership.
- 65% agreed that priorities were acted on consistently across levels of leadership.

**Promising action items:**

- Explore ways to strengthen alignment between the university’s mission and practices.
- Strengthen messaging clarity and consistency among academic leaders.
- Increase communication about academic leaders, their philosophies, and their priorities.