Bakersfield College Accreditation Survey 2017

BAKERSFIELD
COLLEGE

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Prepared October 16, 2017

- 2017 Survey used same questions as 2014
- Questions extracted from Accreditation Standard language (Standard IV)
- Survey developed by shared governance process
- Some problems with scales on questions - Need to redo entire survey next time
- 59% of 2017 respondents served on committees a 6% increase over 2014 respondents
- Broader representation from Delano and Online
- Comments were excluded if they referenced a person
- Comments were copied EXACTLY as they were entered

Accreditation Survey 2017

Introductory Summary

Questions Highlighted

- Greatest agree – showing support
- Greatest disagree – showing need for improvement
- Greatest change since 2014 – improvement or decline

Disaggregated Data

- Type of employee (faculty, admin, classified)
- Time of Employment at BC
- Participation in committees
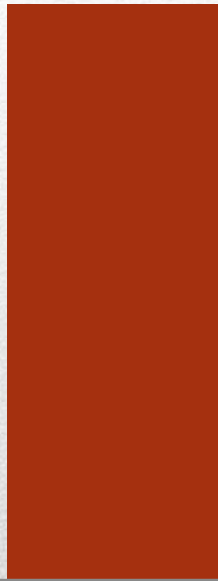- Primary work location

Accreditation Survey 2017
Introductory Summary

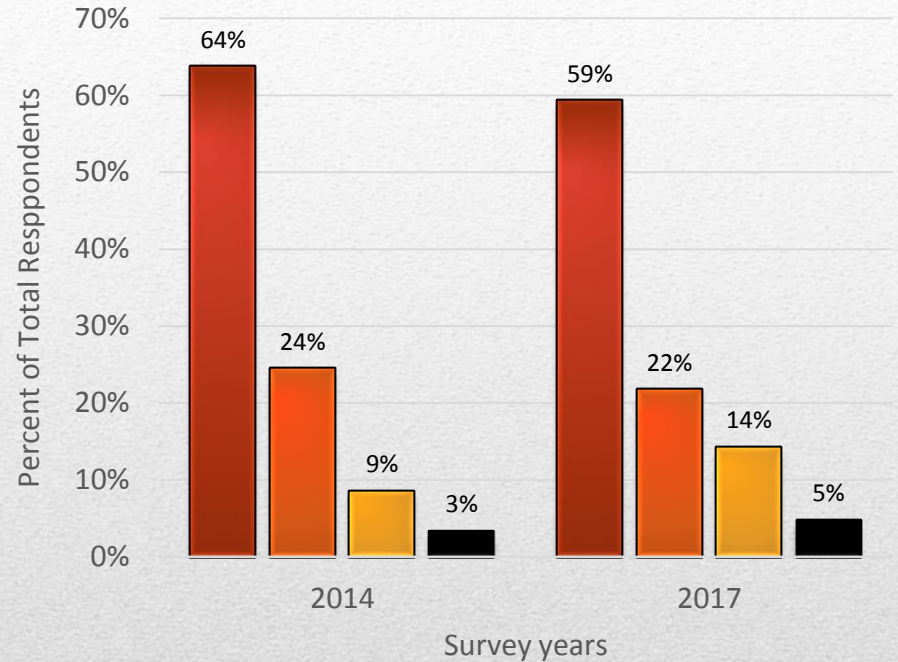## Total Accreditation Survey Respondents

■ 2014 ■ 2017

270

254

Respondents

Diversity of Employee Group Respondents

64%

59%

24%

22%

14%

9%

5%

3%

Percent of Total Respondents

0% 10% 20% 30% 40% 50% 60% 70%

2014

2017

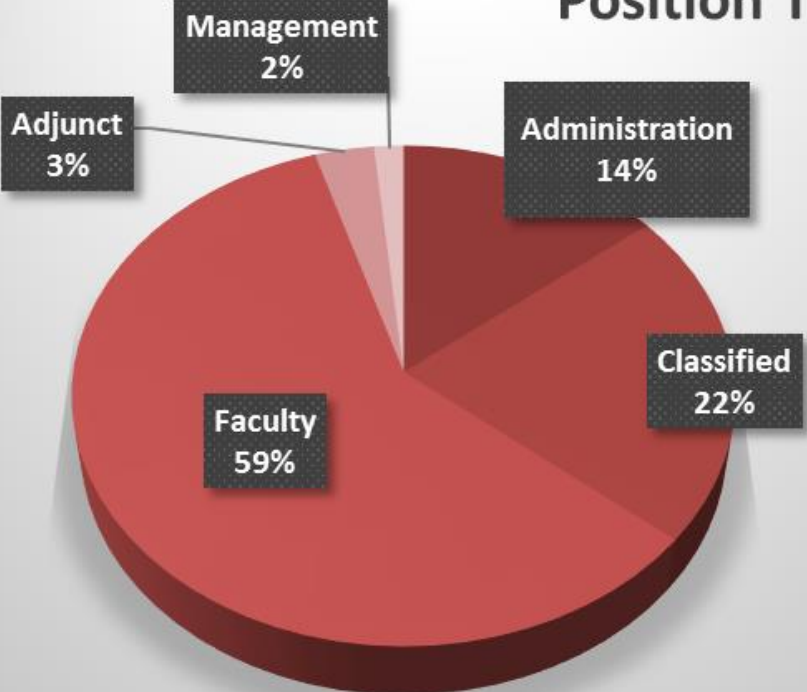Survey years

■ Faculty ■ Classified ■ Administration ■ Other

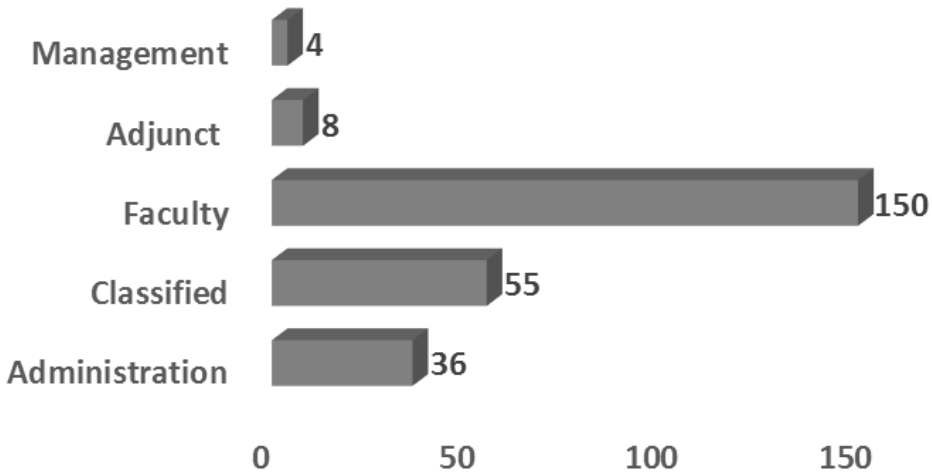# Overall Response Demographics comparing 2014 and 2017 responses

2017 Accreditation Survey Respondents by position type

Years of Employment at BC
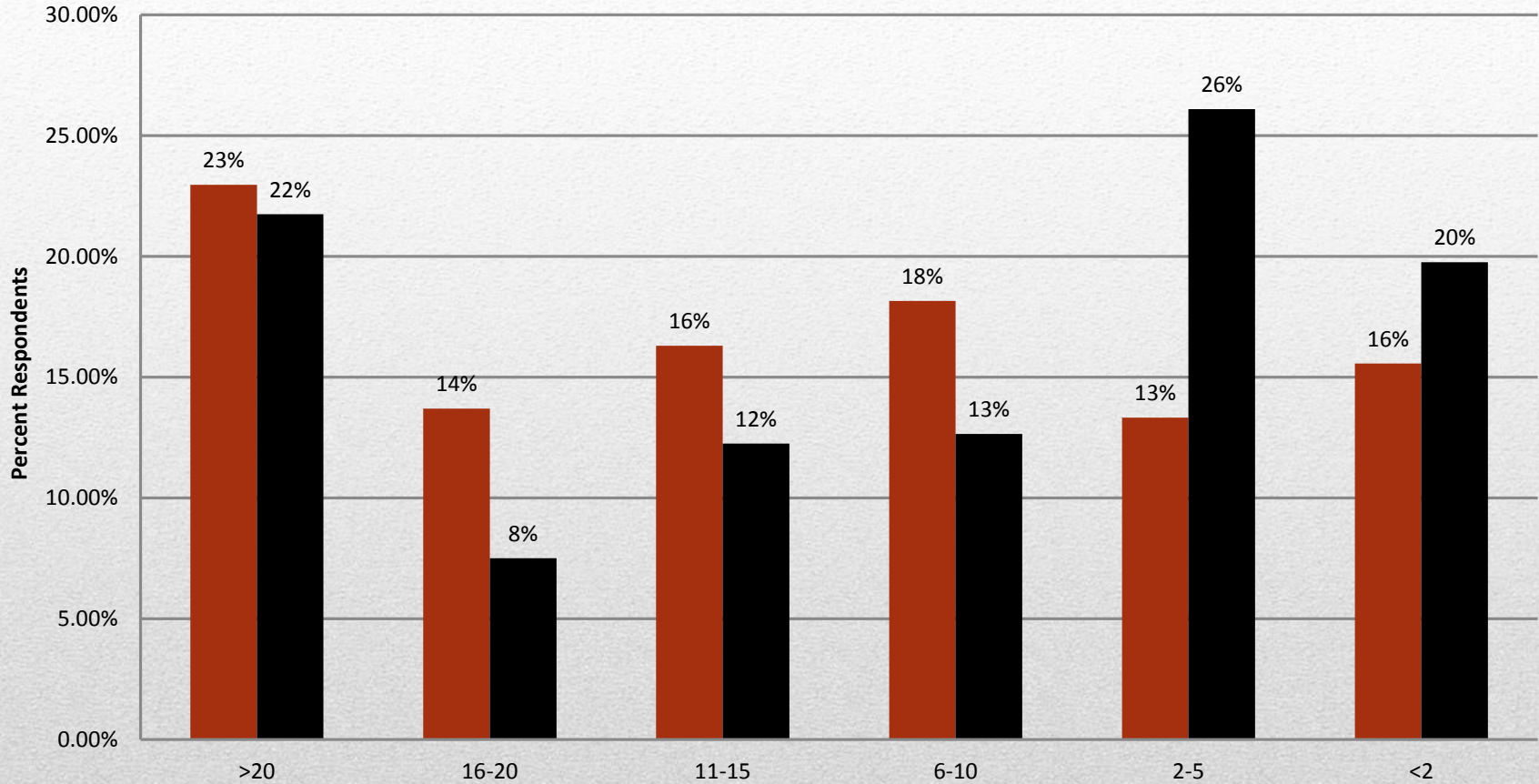
Overall Response Demographics

2017 Accreditation Survey Respondents

Years Working at BC
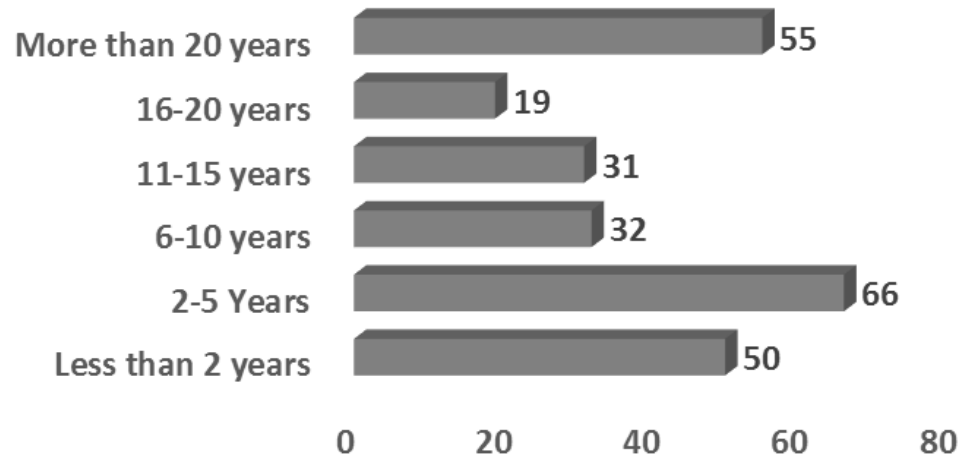
Pie chart legend:
- Less than 2 years — 20%
- 2-5 Years — 26%
- 6-10 years — 13%
- 11-15 years — 12%
- 16-20 years — 7%
- More than 20 years — 22%

Years Working at BC

Category	Count
More than 20 years	55
16-20 years	19
11-15 years	31
6-10 years	32
2-5 Years	66
Less than 2 years	50

Collegewide Committee or Council Member

No 41%

Yes 59%

Collegewide Committee or Council Member

No — 104

Yes — 149

0   50   100   150
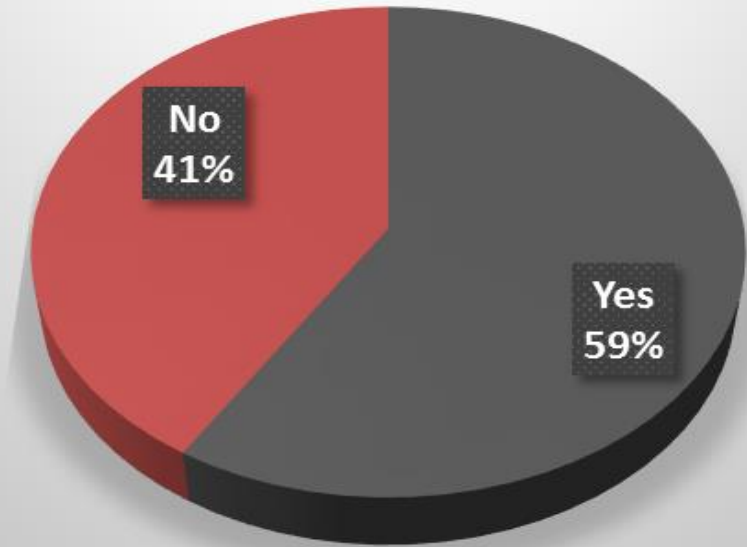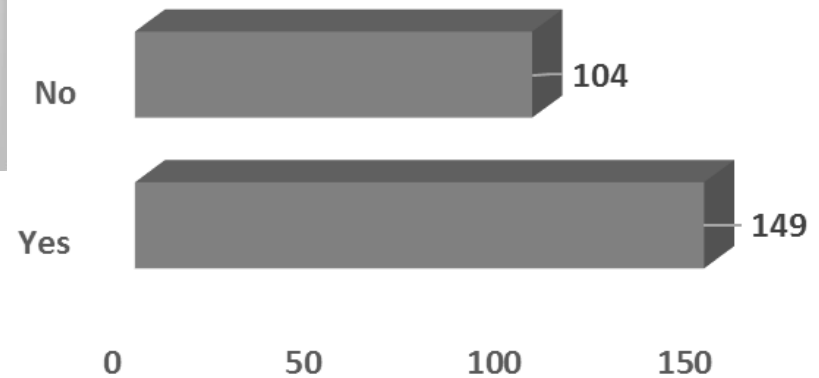
2017 Accreditation Survey Respondents

2017 Accreditation Survey Respondents

Currently Serving in Committee(s)

Committee	Count
Guided Pathways	6
SGA Executive Board	1
SGA	2
Student Affairs Leadership Team (SALT)	7
Safety Advisory Committee	13
Program Review Committee	11
Professional Development Committee	10
President's Cabinet	19
Making it Happen (MIH)	6
ISIT	17
Faculty Chairs/Directors Council (FCDC)	19
Facilities Committee	10
Equivalency Committee	6
EODAC	8
Enrollment Management Committee	7
Educational Administrators Council	8
Data Coaches	22
Curriculum Committee	13
Committee Chairs	10
College Council	17
Budget Committee	12
Assessment Committee	13
Administrative Council	28
Accreditation & Institutional Quality Committee (AIQ)	17
Academic Senate Executive Board	8
Academic Senate	18

Beginning to Analyze the Surveys Questions 6-12

1=Strongly Disagree, 2=Disagree, 3=Agree, 4=Strongly Agree	2017 Survey			2014 Survey			Change
1-4 scale	Values	participan	Mean	Values	participan	Mean	
Q6 The KCCD Chancellor's Office ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."	539	197	2.736	463	175	2.646	0.09
Q7 The KCCD Educational Services ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."	480	171	2.807	415	157	2.643	0.164
Q8 The KCCD Business Services office ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."	452	180	2.511	428	155	2.761	(-0.25)
Q9 The KCCD Human Resources Services ensure that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."	529	202	2.619	427	185	2.308	0.311
Q10 KCCD Information Technology services ensure that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."	563	197	2.858	582	199	2.925	(-0.067)
Q11 KCCD Facilities Services ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."	470	166	2.831	451	162	2.784	0.047
Q12 The centralization of the Institutional Research function at the District Office ensures that the college receives "effective and adequate district/system provided services to support" the college in achieving its mission..	360	137	2.628	353	142	2.486	0.142

1-4 Scale Range for Means: 1-2.49 = Not in Agreement; 2.5-2.99 = Some Agreement; 3-4 = In Agreement
Red indicates areas of most disagreement and Green areas of Agreement; HR went from red to green

Beginning to Analyze the Surveys Questions 13-19

1=Disagree, 2=Somewhat Disagree, 3=Somewhat Agree, 4=Agree, 5=Strongly Agree	2017 Survey			2014 Survey			
1-5 scale	Values	participan	Mean	Values	participan	Mean	
Q13 The BC president provides effective leadership	835	201	4.154	926	227	4.079	0.075
Q14 The District clearly delineates the operational responsibilities and functions of the District from those of the College.	495	160	3.094	540	188	2.872	0.222
Q15 The District clearly delineates the operational functions of the District from those of the colleges.	473	156	3.032	541	183	2.956	0.076
Q16 The District provides effective services that support the colleges in their missions and functions.	534	174	3.069	593	210	2.824	0.245
Q17 The Kern Community College DIstrict effectively controls its expenditures.	448	158	2.835	578	199	2.905	(-0.07)
Q18 The District and colleges effectively communicate.	421	167	2.521	498	205	2.429	0.092
Q19 The District and the colleges exchange information in a timely manner.	396	147	2.694	452	184	2.457	0.237

<u>1-5 Scale Range for Means</u>: 1-2.99 = Not in Agreement; 3-3.99 = Some Agreement; 4-5 = In Agreement
Red indicates areas of most Disagreement and Green areas of Agreement

Perceived Areas of Strength

Q13 - The BC president provides effective leadership.

Highest level of agreement in 2014 and 2017 with some slight improvement. "Most agreeable statement"

2017 Survey Average Response: 4.154
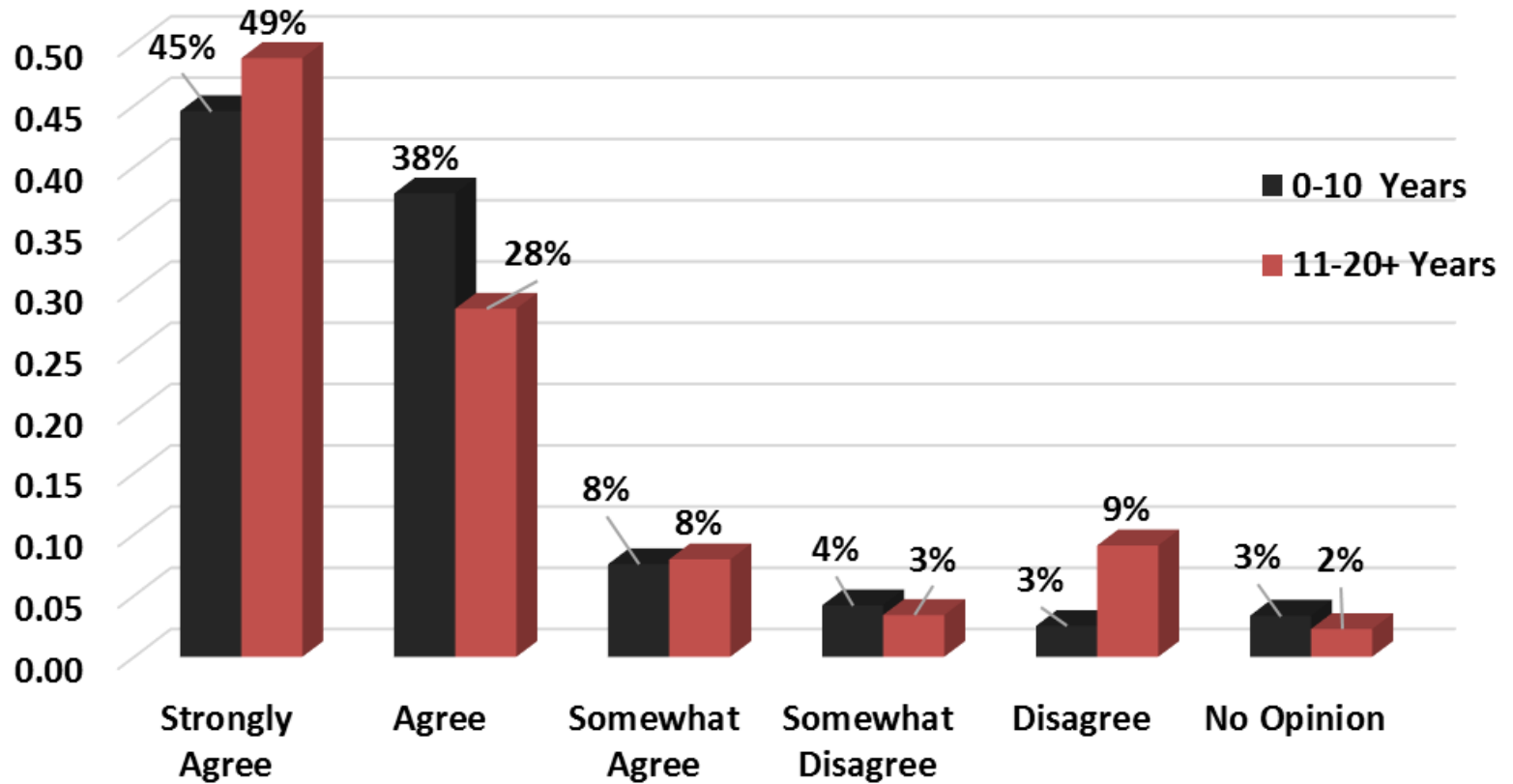**2014 Survey Average Response: 4.079**

Negative Comments

- Her time is stretched thin with not enough strategic thinking
- The President's personal agenda has crippled the effectiveness of programs, employees and services by distracting personnel from hired task for her personal gain.
- Too many initiatives, too much work for low level people
- She has a lot of ideas, but sometimes there are too many of them.
- The college feels schizophrenic.

Positive Comments

- Amazing leadership. Leads by example. BC is leading the nation.
- Bakersfield College has kept a focus on student success, innovation and financial stability under the leadership of Sonya Christian.
- Best President EVER
- Dr. Christen has put BC on the national map. Her relentless efforts have shined on our programs. Our community and students have a greater perception of our institution. We are not the "High School on a Hill". I have videos of my student's testimonies of how proud they are to be here and how they belong on this campus. I am extremely proud to be a Renegade!

1-4 Scale Range for Means: 1-2.49 = Not in Agreement; 2.5-2.99 = Some Agreement; 3-4 = In Agreement
Red indicates areas of most disagreement and Green areas of Agreement; HR went from red to green

Question 13:
The BC president provides effective leadership

0-10 Years: 29 skipped   11-20+ Years: 17 skipped

Q13 Counts
The BC president provides effective leadership.
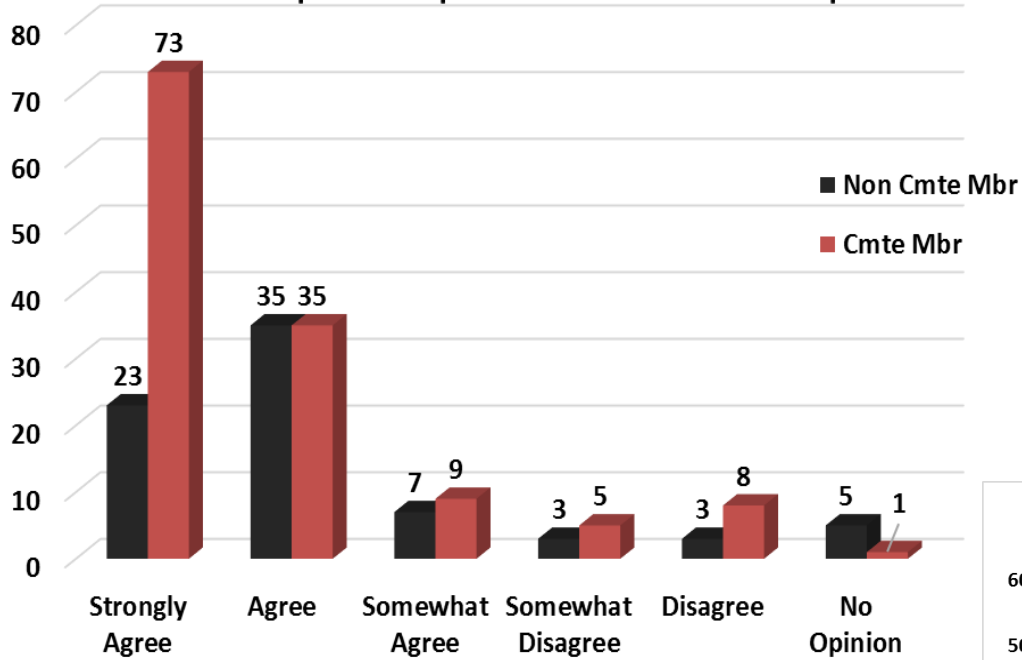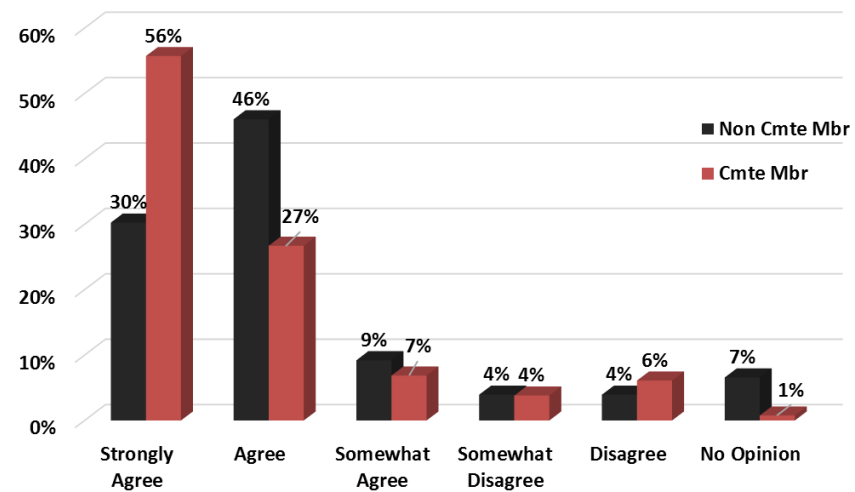
Non-cmte mbr: 21 skipped   Cmte mbr: 25 skipped

Q 10 - KCCD Information Technology services ensure that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

This statement was most agreeable in both 2014 and 2017, had some insignificant decrease. "Most agreeable statement"

2017 Survey Average Response: 2.858

2014 Survey Average Response: 2.925

Negative Comments

- Software programs don't integrate with Banner
- Barriers upon barriers
- Delano IT staff onsite once a week
- Process & policy changes not communicated
- Inadequate IT resources for faculty
- IT support is poor
- Need 21st century technology in classrooms
- Need to be less obstructive on software purchases
- Get input from end-users
- Requests often ignored
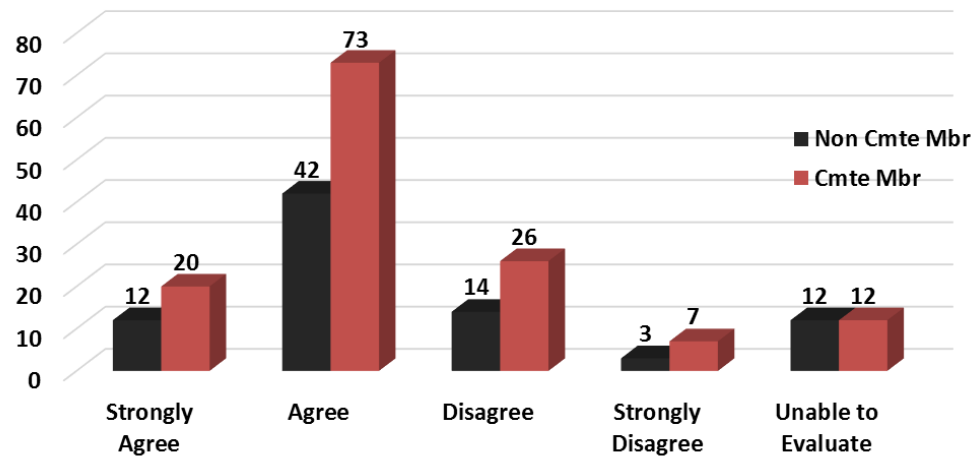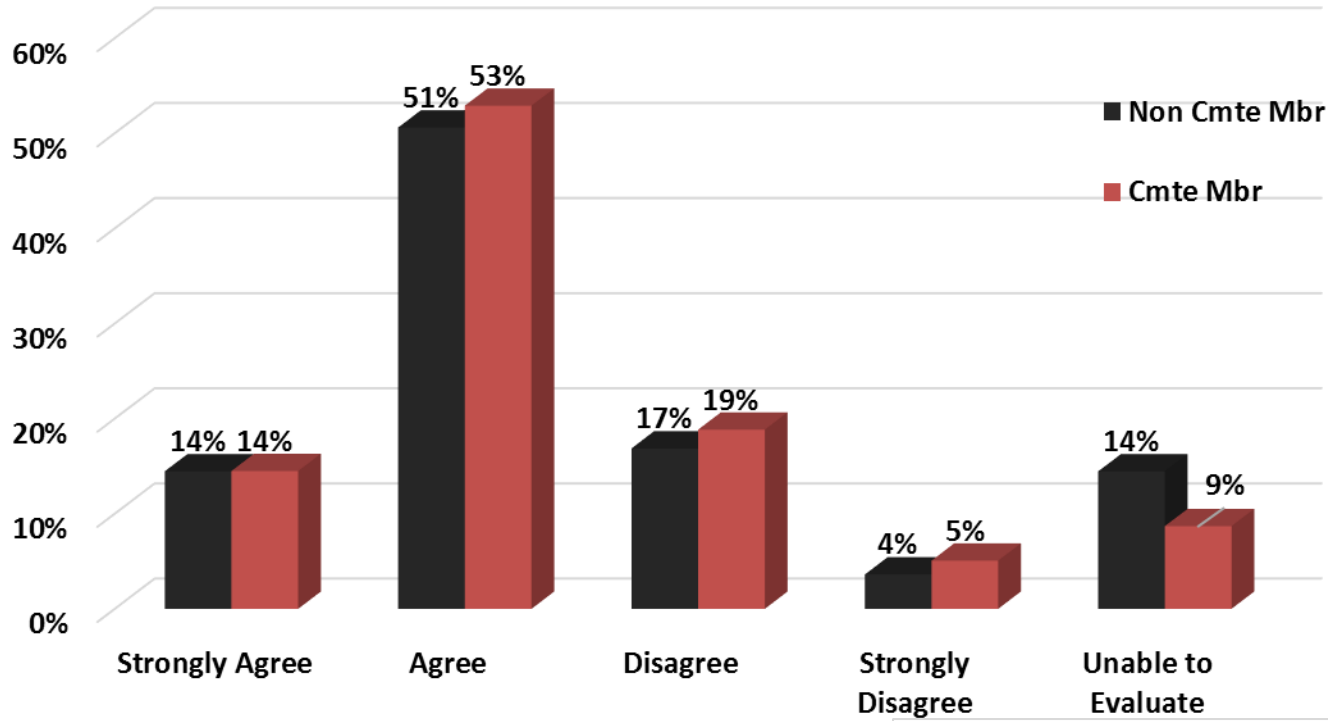- Lack of adequate IT resources for classroom

Positive Comments

- BC team has gone above & beyond
- Great people to work with
- Helpful & efficient
- IT group at BC is effective
- They are helpful and efficient whenever I reach out for assistance.
- IT people are responsive, knowledgeable & helpful
- District IT works closely with the colleges to keep our systems operating smoothly
- We receive a newsletter from the District Office I.T. Department regularly

1-4 Scale Range for Means: 1-2.49 = Not in Agreement; 2.5-2.99 = Some Agreement; 3-4 = In Agreement
Red indicates areas of most disagreement and Green areas of Agreement; HR went from red to green

10 KCCD Information Technology services ensure that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

Non Cmte Mbr / Cmte Mbr (percentages)

Response	Non Cmte Mbr	Cmte Mbr
Strongly Agree	14%	14%
Agree	51%	53%
Disagree	17%	19%
Strongly Disagree	4%	5%
Unable to Evaluate	14%	9%

Non Cmte Mbr / Cmte Mbr (counts)

Response	Non Cmte Mbr	Cmte Mbr
Strongly Agree	12	20
Agree	42	73
Disagree	14	26
Strongly Disagree	3	7
Unable to Evaluate	12	12

Most Improved Perceptions

Q9 - The KCCD Human Resources Services ensure that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

This statement was the least agreeable in 2014 but had the highest improvement in agreement in 2017 - "Most improved agreement with statement"

2017 Survey Average Response: 2.619
2014 Survey Average Response: 2.308

Negative Comments
- Dysfunctional service with long dirty laundry list
- Extreme delays in hiring process
- HR is a giant Black Hole
- Discriminates against people
- Policy & process changes not received
- Need to improve communications
- Lack of leadership
- District doesn't serve as advocate for employees
- Improve on-boarding process
- Slow & inflexible

Positive Comments
- Service is much improved
- Excellent job this last year processing new hires
- HR director at BC is wonderful
- Receive regular, timely E-mails about changes
- HR staff on BC campus very willing to provide support
- Agree - campus KCCD HR is responsive and effective.
- BC just hired 55 faculty and many classified staff in 2016-2017

1-4 Scale Range for Means: 1-2.49 = Not in Agreement; 2.5-2.99 = Some Agreement; 3-4 = In Agreement
Red indicates areas of most disagreement and Green areas of Agreement; HR went from red to green

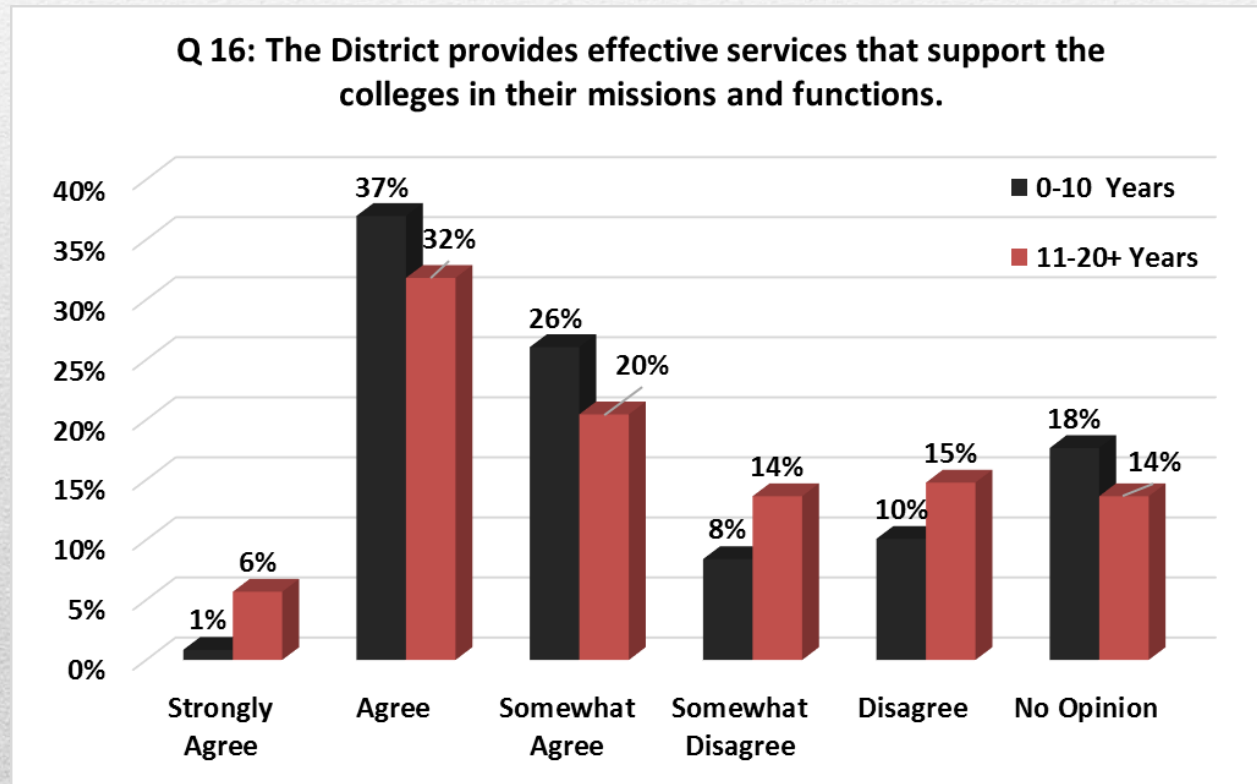**Q 16 -The District provides effective services that support the colleges in their missions and functions.**

This statement improved most in agreement from 2014 to 2017. "Most improved agreement with statement"

2017 Survey Average Response: 3.069
2014 Survey Average Response: 2.824

No Comments
Disaggregated by
Years employed

Q 16: The District provides effective services that support the colleges in their missions and functions.

Legend: ■ 0-10 Years ■ 11-20+ Years

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	No Opinion
0-10 Years	1%	37%	26%	8%	10%	18%
11-20+ Years	6%	32%	20%	14%	15%	14%

1-5 Scale Range for Means: 1-2.99 = Not in Agreement; 3-3.99 = Some Agreement; 4-5 = In Agreement
Red indicates areas of most Disagreement and Green areas of Agreement

Perceived Areas of Weakness

Q18 - The District and colleges effectively communicate.

This statement was the least agreeable in 2014 and 2017 with some slight improvement. "Least agreeable statement"

2017 Survey Average Response: 2.521
2014 Survey Average Response: 2.429

Negative Comments	Positive Comments
• Changes are made and not shared with others that are impacted in a timely fashion	• Communication is improving under the new Chancellor
• It's at DO that processes slow down	• Under the new Chancellor's leadership, communication and the provision of effective services are improving
• District doesn't consult the college on major projects	• It's improving from a year ago, but still has a ways to go
• No communication within or between departments	• The communication seems to be improving
• Too many E-mails; Early Alert doesn't work	
• Depends on the area.	

1-5 Scale Range for Means: 1-2.99 = Not in Agreement; 3-3.99 = Some Agreement; 4-5 = In Agreement
Red indicates areas of most Disagreement and Green areas of Agreement

Q8- The KCCD Business Services office ensures that the college receives "effective and adequate district/system provided services to support the college in achieving its mission."

This statement had the highest decrease in agreement and now is the least agreeable "Least agreeable statement" (most comments (41); most negative)

2017 Survey Average Response: 2.511

2014 Survey Average Response: 2.761

Negative Comments
- Absolutely not. Quietly starved college by withhold growth money
- Micro manages college
- Broken systems that they appear unwilling to acknowledge or fix. Customer service & support lacking
- An absolute disaster
- Cumbersome & restrictive processes & procedures
- Decisions made without informing impacted personnel
- Gross misallocation of funds
- Huge barrier for getting timely financial information
- Dysfunctional in operations
- Poor communication

Positive Comments
- Business Services on the main campus is very helpful.
- It seems they try the best they can
- Has improved recently
- They are great helping with purchasing, but don't give us access to see what income we are bringing in and don't take the cost of our time to fulfill some pretty rigid requirements where there should be more flexibility.

1-4 Scale Range for Means: 1-2.49 = Not in Agreement; 2.5-2.99 = Some Agreement; 3-4 = In Agreement
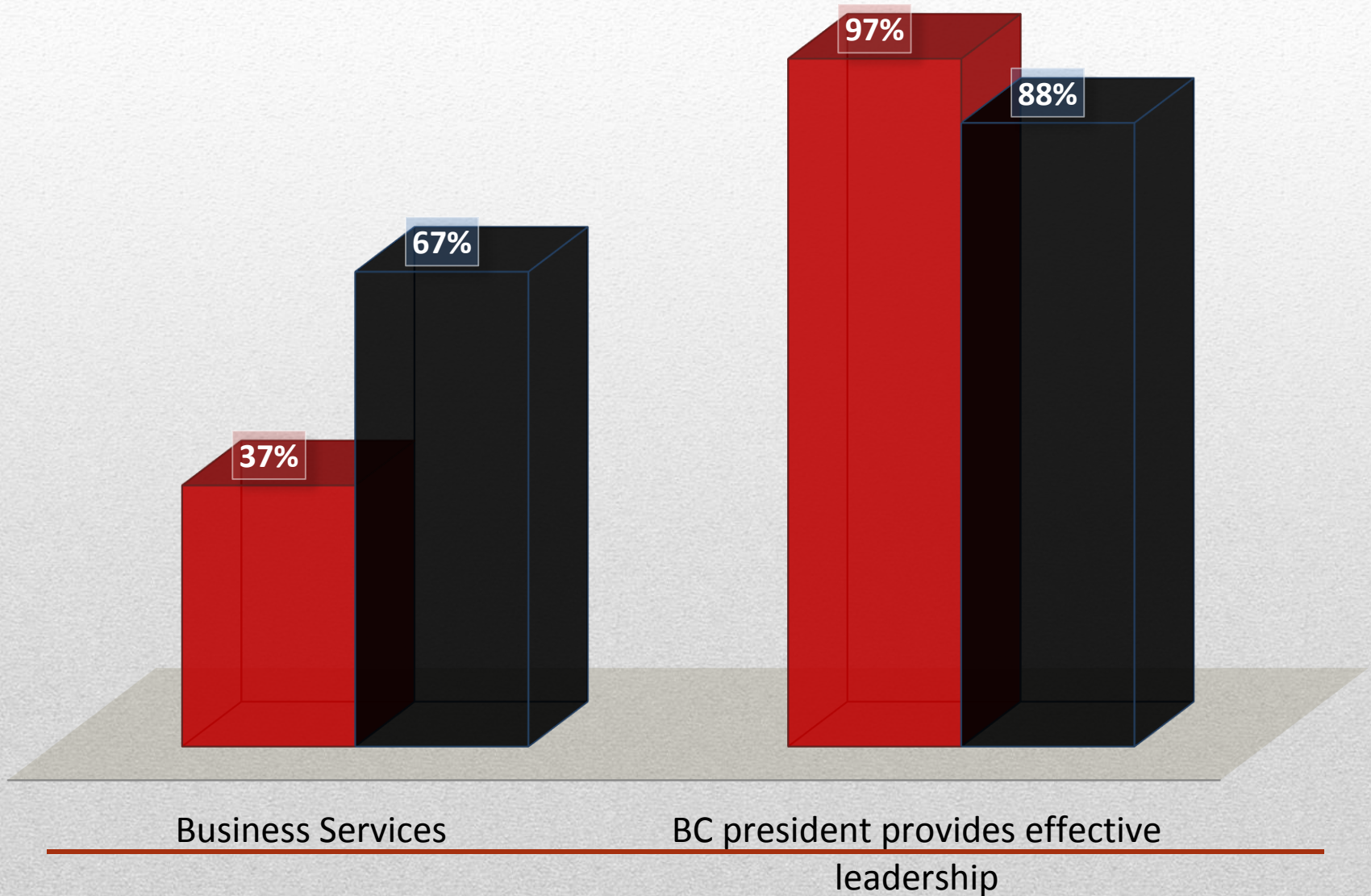Red indicates areas of most disagreement and Green areas of Agreement; HR went from red to green
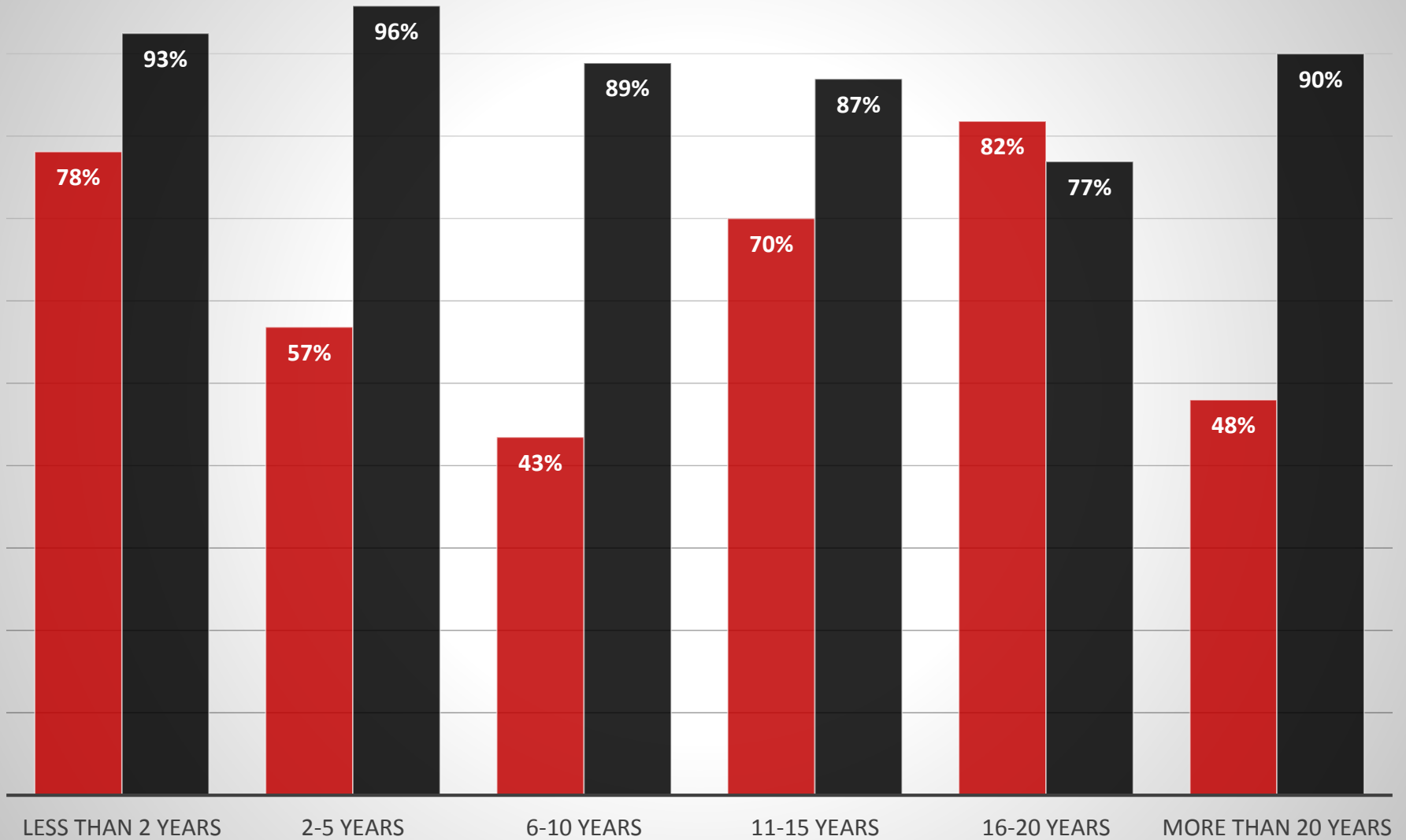
2017 Faculty vs Admin %Agree for each question
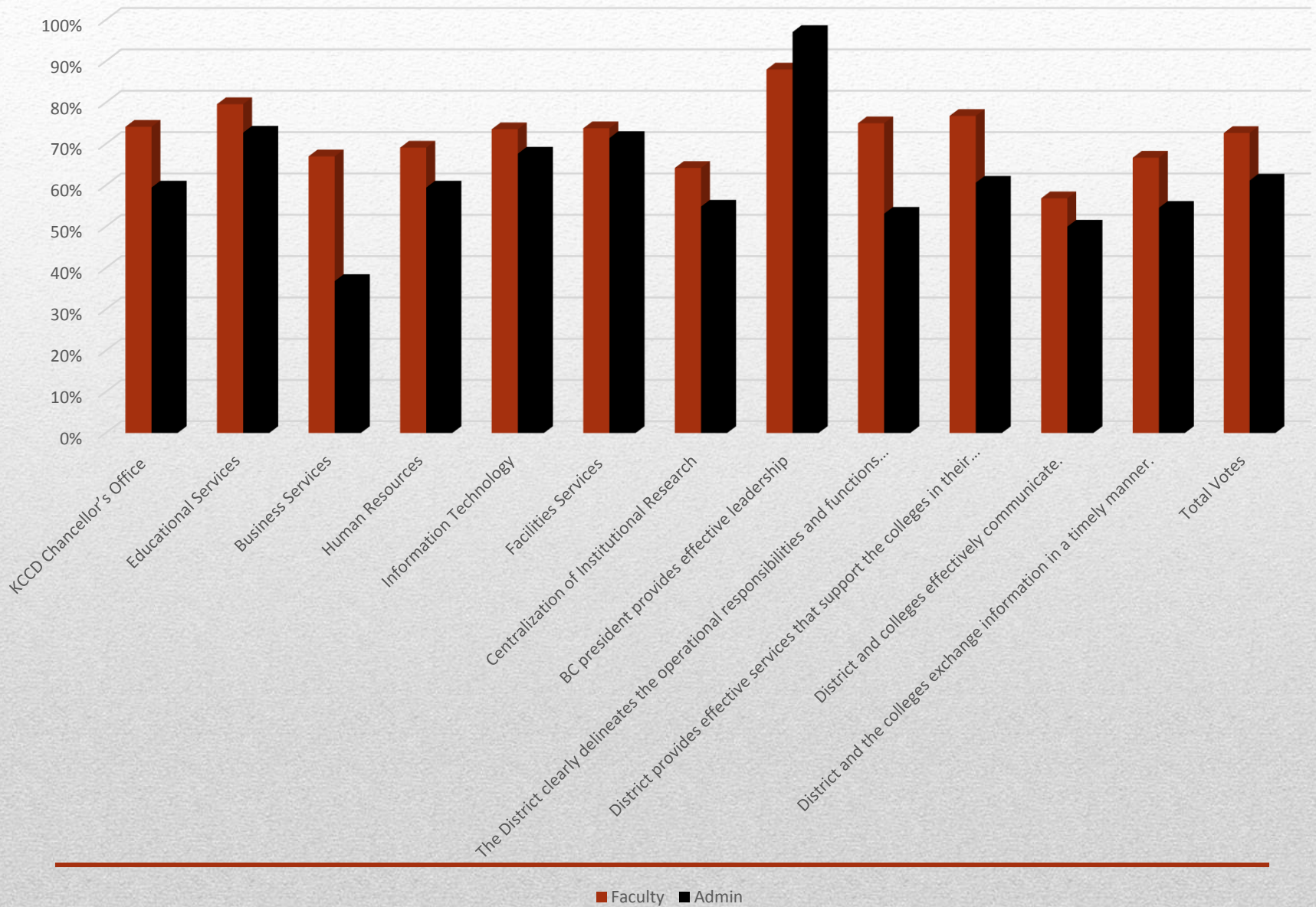
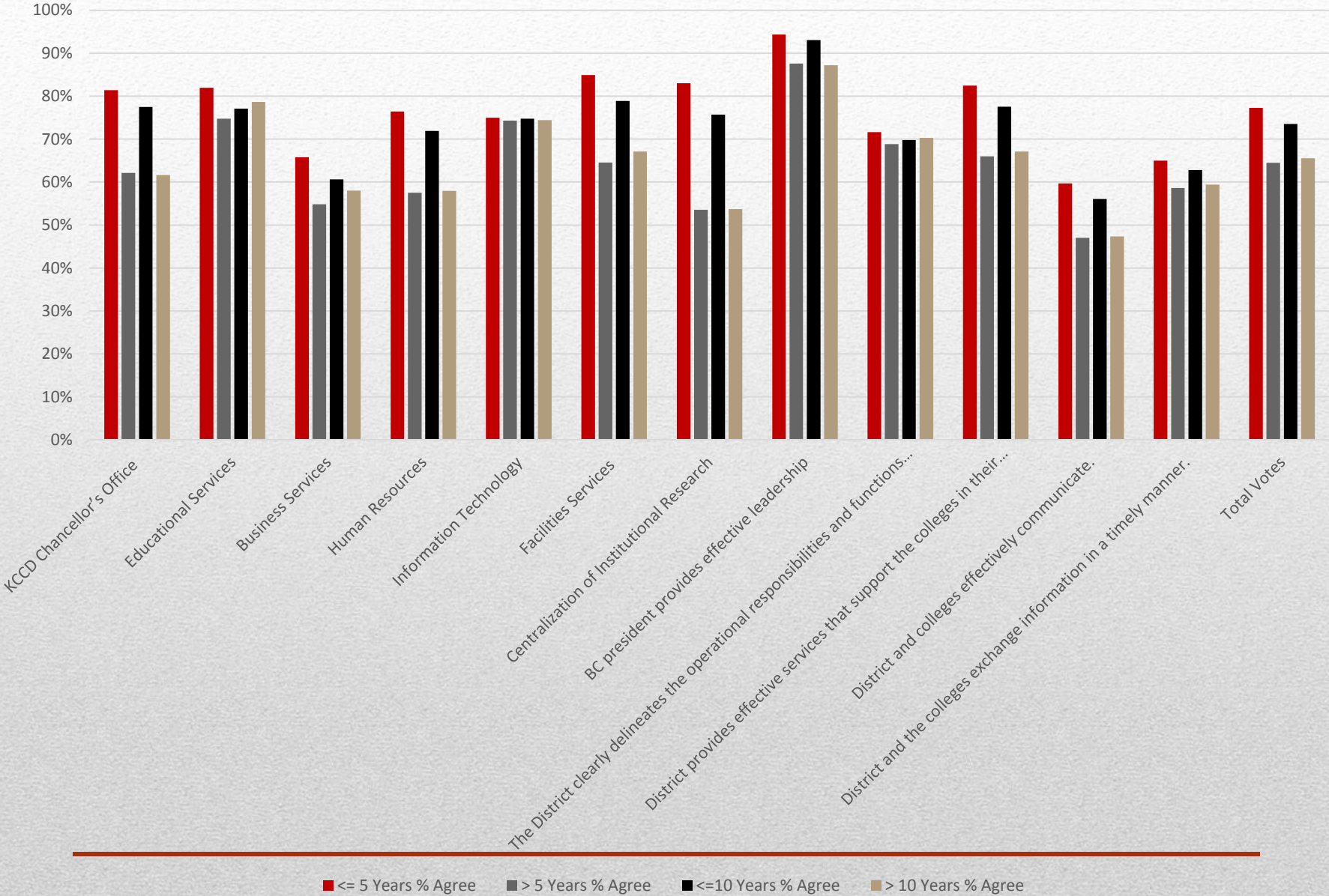Comparison of Administration and Faculty Responses on Q 8 and Q13

■ Admin % Agree

97%

88%

67%

37%

Business Services

BC president provides effective leadership

2017 Years at BC vs %Agreement on Questions 8 and 13

■ Business Services ■ BC president provides effective leadership

	Business Services	BC president provides effective leadership
LESS THAN 2 YEARS	78%	93%
2-5 YEARS	57%	96%
6-10 YEARS	43%	89%
11-15 YEARS	70%	87%
16-20 YEARS	82%	77%
MORE THAN 20 YEARS	48%	90%

Years at BC Vs Questions %Agree

- Overall, the response rate for each question declined from 2014 to 2017.

- Skipped questions increased from 11% in 2014 to 18% in 2017

- Many questions and selections need to be updated

- Should complete annually

- Re-distribute Fall 2018

Need to address survey fatigue and create a new survey

- We have the data cut in every which way (location, employee position, years at work)
- We will make all analyses available
- We incorporated Senate suggestions:
  - Changed Colors on slides and graphics
  - Removed color coding on values
  - Tried to even number of comments & color coded Green and Red
  - Comments made font same size
  - Disaggregated more data
  - Concentrated on used 0-5 years and >5 years

Questions? Suggestions?